Safety Note

Updated: 25 May 2020

SafeZone

SafeZone is part of the protocol for accessing our campuses if the Government introduces further restrictions. SafeZone is an app that can let Security know when you are on site and is an effective way to receive assistance if required while on campus. This safety note is to assist you to download and use the SafeZone app to notify Security when you are on campus.

All staff and students are encouraged to use the SafeZone app. This is particularly important when you are working alone, in isolation or in a high-risk environment.

How does SafeZone work?

SafeZone allows Security to instantly be provided with your location, provide you with assistance should you need it, or to check that you are safe. SafeZone also allows you to make an emergency call to Security, as well as first-aid calls for medical attention and calls for general assistance.

SafeZone is restricted to specific areas on UQ Campuses and sites. If you are within a defined area and using the app, Security can respond to your alarm call. If you are not, contact 000 for emergency assistance.

If SafeZone is not available in your working area – ensure that you have a local process in place with your supervisor to ensure that you can get assistance if required. Within your profile setting in SafeZone use the "Office location" section to enter your supervisor and their number.

Downloading and registering

You can download the SafeZone app from the Apple App Store and Google Play Store. Install the app and run through the sign-up procedure to register for the UQ campus or site you attend.

SafeZone Functions

Automatic Check-In

Your phone can be set to "Check In" whenever you move into a designated region.

This is the preferred option if you are working alone, in isolation or in a high-risk environment.

If you are working alone and there are fewer people on campus e.g. after hours, SafeZone allows you to check in and share your location with Security so they can contact you if necessary. Your location and ID will be shared with responders for the duration of your session.

SafeZone will automatically finish your session as you leave the region boundary, or you can check-out again at any time by tapping the button again.

In order to activate the feature, you must enable the "Allow Automatic Check In" option for SafeZone in the app on your phone.

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How to enable:

Phones and tablets:

1. In the SafeZone App, open the menu and select "Settings"

2. Check the box marked "Allow Automatic Check In"

Notes**:**

- If you have activated the automatic check-in option, you will receive a push notification each time your phone checks you in as you enter compatible regions.

- The "Check In" function sends location updates every 5 minutes.

- A single Check In session can last for up to 12 hours.

- You must be signed in to SafeZone

- Auto Check in will keep working until you return to the settings screen and disable "Allow Automatic Check In", which you can do at any time.

Manual Check-In

You can also manually check in each time you arrive on campus and share your location with Security so they can contact you if necessary.

Your location and ID will be shared with responders for the duration of your session.

SafeZone will automatically finish your session as you leave the region boundary, or you can check-out again at any time by tapping the button again.

Alternatively, you can activate the "Automatic Check in" feature.
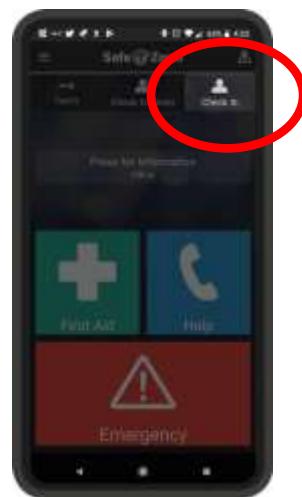
Check-In Timer

You can also set a check-in timer, which checks you in (as for Manual Check-In) and starts a countdown timer to cover the duration of your work session. The timer will count down to zero, starting from your nominated time. At any time, you can tap the timer to cancel or re-set or check out. SafeZone will also automatically finish your session if you leave the region boundary.

You will receive a warning push message at "5 minutes to go", and you can reset the time, cancel the timer, or check out.

If the timer expires, SafeZone will raise an alert, sharing your location and ID with campus security.

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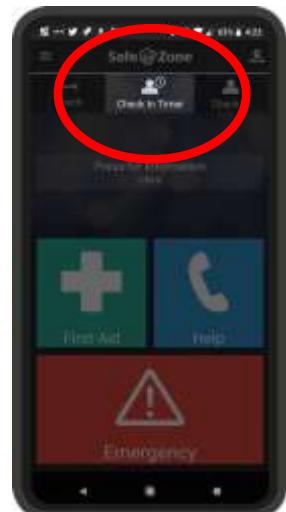
Help Call

Tap Help to connect to campus security.

To cancel the call, tap again while the timer is winding down.

When should I use the Help button?

For general help – **not** to be used in an emergency.

e.g. if you need to find a specific location on campus.

First Aid Alert

Tap First Aid if you or another person nearby needs medical assistance. All response team members are qualified first-aiders.

(Tap again to cancel).

When should I use First Aid alert?

If you or someone near you is hurt or injured
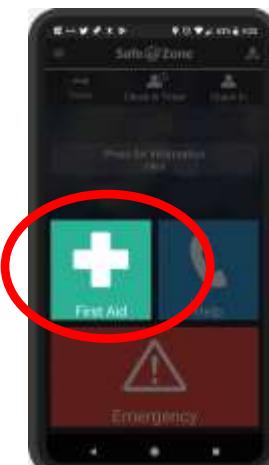
Emergency Alert

Tap the red button for an emergency. If you, or another person nearby find themselves in a situation where their personal safety is threatened or they are hurt or injured, raise an Emergency alert.

(Tap again to cancel).

When should I use the Emergency button?

If you feel threatened, or if someone has threatened you

If you have been assaulted or are the victim of a robbery

If you see somebody else being threatened, assaulted or robbed

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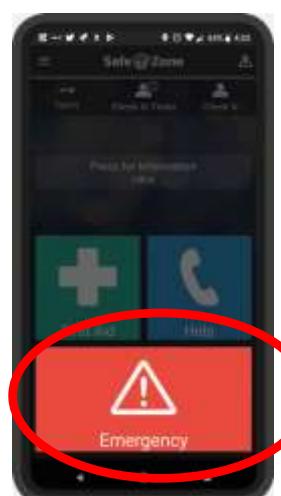
I've downloaded SafeZone - now what?

Good job! Now speak with your Safety Manager or Supervisor and ask what the local requirements expectations are when coming onto campus.

NOTE – SafeZone does not require access to your photo and contacts. It does not share your location until you Check-In, send an Emergency, First Aid Alert or make a Help Call. All information that you provide as a SafeZone user is protected by federal and state privacy laws.

Resources and links

- https://www.safezoneapp.com/how-it-works
- https://campuses.uq.edu.au/information-and-services/security/safezone

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