

Working Safely in Community Night Patrol

GUIDELINES



TABLE OF CONTENTS



01	ACKNOWLEDGEMENTS	PAGE 02
	COPYRIGHT	PAGE 02
	DISCLAIMER	PAGE 02
02	INTRODUCTORY MESSAGE TO THE COMMUNITY NIGHT PATROL SERVICE PROVIDER	PAGE 03
03	THE COMMUNITY NIGHT PATROL WORKFORCE	PAGE 04
	— LET'S GET STARTED	PAGE 04
04	MODULE 1: COMMUNITY NIGHT PATROL SAFETY ELEARNING OUTLINE	PAGE 05
05	MODULE 2: WORK, HEALTH & SAFETY	PAGE 11
	— SAFETY SAM STEPS	PAGE 13
06	MODULE 3 & 4: CARING FOR MYSELF, MY TEAM AND MY COMMUNITY	PAGE 15
	— CARING FOR MYSELF — KEEPING STRONG	PAGE 16
	— CARING FOR MY TEAM AND MY COMMUNITY	PAGE 17
07	MODULE 5: RISK MANAGEMENT	PAGE 23
	SUPPORTS, CONTACTS AND FURTHER INFORMATION	PAGE 23
08	REFERENCES	PAGE 27

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

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The Northern Australian Aboriginal Justice Agency (NAAJA) provided CRANaplus with advice concerning relevant sections of the Guidelines. The Department of the Prime Minister and Cabinet (DPMC) also kindly reviewed the content.

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

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INTRODUCTORY MESSAGE TO THE COMMUNITY NIGHT PATROL SERVICE PROVIDER

Welcome to the *Working Safely in Community Night Patrol Guidelines*. The Guidelines aim to establish best practise in relation to Community Night Patrol Workforce Safety. These Guidelines provide information, resources and tools to promote consistency and best practise. They may be adopted or adapted by service providers to support best practise and continuity across all Community Night Patrol services. They have been developed for the use of service provider managers, coordinators and team leaders.

The Guidelines are written to help you navigate through the key safety principles and information that patrollers are learning by completing the *Working Safely in Community Night Patrol eLearning Course*. It will also provide additional information such as legislation that will assist you in your role as a manager promoting Community Night Patroller safety.

The Working Safely in Community Night Patrol Guidelines are the second part of the Working Safely in Community Night Patrol Safety Package. There are two other resources in this package. The first is *Working Safely in Community Night Patrol eLearning course*.

The eLearning course aims to provide patrollers with foundation information on how to work safely and manage safety risk and concerns whilst in patrol. Throughout the course patrollers are encouraged to check their local policies and procedures and discuss this information with their manager. It is recommended that patrollers complete this course with supervision from their team leader, coordinator or manager. These people will be best placed to provide guidance and information specific to the workplace.

When the Patroller has completed the eLearning course, the patroller should be able to:

1. Show a basic understanding of the WHS laws, policies and procedures that help keep patrollers safe at work.

2. Use this safety information in their daily work as part of the Community Night Patrol workforce in urban, remote, isolated and rural areas.

3. Change their work practices, to make sure the main points of Safety are used in every part of their work. Remembering: Patroller Safety Comes First!

4. Link up with their family and community connections and draw on their advice, integrity and cultural authority of Skin Group Leaders and Elders to keep safe; Incorporate their cultural knowledge, respect and values to maintain cultural safety in their work.

5. Be keen to support safety for everyone at work every day.

The third resource within the Working Safely in Community Night Patrol Safety Package is the *Working Safely in Community Night Patrol Handbook*. This small hardcopy booklet is a summary of the information patrollers will learn during the eLearning course. It is designed as a quick reference tool for patrollers that can be kept in patrol vehicles and offices, at the ready for quick reference, or to be used as a refresher.

The Working Safely in Community Night Patrol Package was developed after spending six months talking with the Community Night Patrol workforce (including patrollers and managers), DPMC staff, training organisations, police, health, Aboriginal legal and other services within the Northern Territory and in the South Australian Anangu Pitjantjatjara Yankunytjatjara (APY) lands. As a result of this consultation, the Community Night Patrol Workforce Safety Report was compiled which highlights community night patrol workforce safety concerns and risks and makes recommendations to address these safety risks and concerns. This Report can be accessed via the CRANaplus website or from the Department of the Prime Minister and Cabinet (DPMC).

A key finding from the consultation was the need to develop industry level safety guidelines for the community night patrol workforce, along with resources, tools and learning opportunities that could be adapted locally. The Guidelines aim to offer generalist advice that enables managers to develop tailored systems, policies and programs. For example, we have provided templates such as Incident Forms and Safety Checklist (Risk Assessment) for those wishing to adjust their existing tools.

THE COMMUNITY NIGHT PATROL WORKFORCE

We would like to acknowledge and recognise the many Community Night Patrollers who are committed to improving the safety of their communities, despite the risks and challenges of the role. They are often the first-responders to accidents, injuries, fights and deaths within the community, defuse volatile situations and manage many of their own family and community disputes without police intervention. Each patroller brings with them a huge amount of skills and experience that contribute to managing both their own safety and the safety of their community.

We recognise that as a member of their community they bring a unique set of skills and cultural knowledge that are vital to staying safe as a Community Night Patroller and keeping their community safe. Community Night Patrollers are often the bridge between cultures and are often managing conflicting expectations. It takes a special person to be able to bring together Aboriginal lore and culture with Western laws and practices. The learning package aims to build on this depth of knowledge and experience.

We would also like to acknowledge the long and proud history of the Community Night Patrol workforce. It was initiated by senior Aboriginal Elders who volunteered to do foot patrols at night; taking up the responsibility for 'walking around to see if intoxicated people were laying anywhere'. Community Night Patrol started as a grassroots community-controlled service, delivered by local Aboriginal people with an understanding and knowledge of Aboriginal lore, language, kinship and culture and we believe this remains an important component to keeping Patrollers safe.

LET'S GET STARTED

Let us now begin by looking at the Modules covered in 'Working Safely in Community Patrol eLearning Course'. As mentioned above, this will introduce you to the key safety information patrollers will learn by completing the eLearning course. We will also present additional information that will be relevant to you in your role as a manager promoting patrollers safety.



MODULE 1: COMMUNITY NIGHT PATROL SAFETY ELEARNING OUTLINE

Module 1 provides a foundation for the patroller to better understand the safety information in Modules 2, 3, 4 and 5 of the eLearning course. In Module 1 the patroller will learn key concepts including:

- ✓ Feeling safe and secure is a basic human need
- ✓ Community Patrollers need to put their Safety First
- ✓ What can make patrollers feel unsafe or in danger at work
- ✓ Working with danger
- ✓ Working with the Police
- ✓ Workplace Orientation

The eLearning course aims to introduce the concept of Security & Safety; identify strategies to achieve safety and security; and the need to ensure the Patroller's Safety Comes First! It also aims to reinforce the message for patrollers, that feeling safe and secure in their workplace is important to their social, emotional, cultural and physical wellbeing.

There are times when the patroller will be the first-responder to accidents, injuries, fights and deaths within the community. Managing these situations are covered in many sections throughout the eLearning course. Patrollers are encouraged to seek advice, consult and debrief with a variety of people including their managers. The eLearning course promotes the message that patrollers' psychological and physical health is the priority.

Feeling Safe— It is a Basic Human Need

As a manager, you would have observed, the satisfaction patrollers receive from their job. This is a result of helping their community, and at times it seems this motivation to help their community outweighs their own personal safety. The need for patrollers to stay safe and put their Safety First is reinforced throughout the eLearning package.

Feeling unsafe or in danger?

Feeling unsafe or in danger at work, is unacceptable for anyone. During the consultation phase, patrollers and managers were asked to describe their safety concerns.² Below are some reported examples of when patrollers felt unsafe:

- Abuse and threats
- Physical aggression
- Seeing or responding to family violence, sexual assault or child abuse
- Dog attacks, snakes
- Kids lighting fires
- People driving under the influence of alcohol or drugs
- Witnessing a lot of traumatic situations (suicide, motor vehicle accidents, gambling, poverty)
- A lack of PPE (Personal Protective Equipment)
- Patroller experiencing Dual Obligations¹

¹ Dual obligations are described as the competing obligations from employer and community/cultural obligations

² Refer to the 'Community Night Patrol Workforce Safety Report' for more details.

These examples have been included in the eLearning course, together with basic strategies of how to manage the above situations. It is suggested that further exploration of these issues by managers, WHS committees and other significant persons be undertaken to ensure the above situations are addressed and appropriate training opportunities are provided to enable patrollers to mitigate the risks associated.

CULTURAL SAFETY

Cultural safety at work is an essential component to promoting a healthy and safe Community Night Patrol workforce. It is important that an Aboriginal and Torres Strait Islander patroller's cultural beliefs and values are respected and considered when planning and delivering community night patrol services. If a patroller believes their culture is not being respected, it may result in the patroller feeling unsafe and can impact on their workplace performance. The eLearning course presents a range of scenarios to explore how patrollers might manage situations where they may feel unsafe.

THE POLICE

There is significant and repeated reference to the police throughout the eLearning course. The development of a team approach to safety by both Police and Community Night Patrollers is imperative for a safe,

united and communicative approach to community and patroller safety. Patrollers are encouraged to develop open communication lines with the police by discussing each other's job description, role and responsibilities. The eLearning course also explores with patrollers, when and how to contact police; and how to manage situations when police are not immediately available. Patrollers are repeatedly encouraged to contact their managers if they experience any issues with police including, when police are not available in community to manage situations or when police ask patrollers to do something that is not a part of their job description.

WORKPLACE ORIENTATION

The eLearning course is designed for use at orientation or as a refresher for patrollers. The table below provides an example of an Orientation Checklist and questions patrollers are encouraged to ask.

An opportune time for managers, team leaders or other supervisors to reference your workplace specific documents such as orientation checklists, may be when the patroller is completing the workplace orientation section of the eLearning course.





Some services may find it useful to adapt the sample orientation checklist below to their workplace, including adding a section that allows signing and confirmation of understanding by both the patroller and manager or supervisor.



ORIENTATION CHECKLIST

Item	Example Questions <i>patrollers may ask</i>
 <p>JOB DESCRIPTION Your job description describes what the workplace wants you to do in your job.</p>	<ul style="list-style-type: none"> ■ Where do I find my Job Description
 <p>WORK, HEALTH & SAFETY (WHS) POLICIES AND PROCEDURES</p>	<ul style="list-style-type: none"> ■ Where do I find WHS policies and procedures? ■ Who is our WHS Representative? ■ How do I contact my area WHS Representative? ■ Who is responsible for WHS? ■ How do I report a WHS issue?
 <p>WORKPLACE SAFETY GUIDELINES, POLICIES AND PROCEDURES</p>	<ul style="list-style-type: none"> ■ Where are the emergency policies and procedures? ■ Where are the emergency guidelines? ■ Who do I contact if this happens after hours and the person on the list is not available? ■ What do I need to do for different disasters? Like cyclone, flood.
 <p>COMMUNITY SAFETY MEETING Your community might have regular Safety Meetings. Community Night Patrol are often involved in these meetings.</p>	<ul style="list-style-type: none"> ■ Are there community safety meetings? ■ Who from community night patrol attends these meetings? ■ How do I get feedback from these meetings?
 <p>COMMUNICATION EQUIPMENT Patrollers should practise using this equipment and talk about how to look after them.</p>	<ul style="list-style-type: none"> ■ Where do I go to learn about communication equipment and how to use it and check it? ■ Where do I write I have checked the equipment? ■ What do I do if this equipment is not working properly or not available — where and how do I report it?
 <p>PERSONAL PROTECTIVE EQUIPMENT (PPE)</p>	<ul style="list-style-type: none"> ■ Is there a list of equipment I will need? ■ How do I order uniforms & boots? ■ Where are the torches stored and charged?

 <p>FIRST AID KITS</p>	<ul style="list-style-type: none"> ■ Have I done a First Aid course? Yes—Is it current? No— How do I sign up? ■ Who checks the First Aid kit to make sure it is complete? When is this done? ■ How/Who orders more stock for the First Aid kit. ■ Do I need to practice how to use the equipment in the First Aid kit?
 <p>YOUR COMMUNITY AND SUPPORT SERVICES Your Community and Support Services can include police, clinic, safe houses etc.</p>	<ul style="list-style-type: none"> ■ Who are the community organisations and leaders that I should get to know? ■ How do I contact these places after-hours? ■ Is there a list of these after-hours numbers in the patrol vehicle? ■ Who else can support me to do my job?
 <p>VEHICLE MAINTENANCE Patrol vehicle checks and scheduled maintenance are conducted for the safety of everyone using the vehicle. Patrollers have a responsibility to follow your organisation Standard Operating Procedures (SOP) and ensure the vehicle is roadworthy.</p> <p>*An example of a Vehicle Maintenance Checklist is provided in the eLearning course</p>	<ul style="list-style-type: none"> ■ Where is the vehicle checklist? ■ Who completes the vehicle checklist? ■ When or how often is the checklist done? ■ What do I do if there is a problem? ■ What do I do if the vehicle is not safe?
 <p>SAFETY TOOLBOX MEETINGS Safety Toolbox Meetings are a regular meeting usually held at the start of the shift to discuss safety issues and concerns. This meeting should be documented and notes available for all patrollers.</p>	<ul style="list-style-type: none"> ■ Do we have a regular meeting to talk about safety E.g. at the start of each shift? ■ Who goes to these meetings? ■ Are there notes taken about these meetings? ■ Who is told about any problems that are talked about at these meetings?
 <p>REPORTS Reporting is important as a way to record and address safety issues. Reports are usually done at the end of each shift to record what happened and any problems/issues.</p>	<ul style="list-style-type: none"> ■ What reports do I need to write? ■ What things do I write in the reports? ■ Where do I put the report when finished? ■ Who can help me with these reports?
 <p>SPECIAL REPORTING For example: Mandatory Reporting.</p>	<ul style="list-style-type: none"> ■ Is there any special reporting I need to do? ■ What is Mandatory Reporting? ■ When do I do this? ■ How do I do this?

 <p>WORKPLACE SECURITY</p>	<ul style="list-style-type: none"> ■ The office security – what are the locks, keys, combination codes? ■ Lights, where are the switches, are these sensor lights? ■ Is there a system to notify when you are in or out of the office (sign in & out book)? ■ Who do I contact if there has been a security problem?
 <p>ON THE JOB TRAINING</p>	<ul style="list-style-type: none"> ■ Can I have someone like a senior patroller to mentor me while I learn my job? ■ Who do I go to if I have patrol questions?
 <p>LEARNING MORE ABOUT WORKING SAFE</p>	<ul style="list-style-type: none"> ■ Where can I go to find out about training to help me stay safe on the job? ■ What type of training is good for the job? ■ Can I stay in community to do the training? ■ What training have other patrollers found useful?
 <p>STAYING SAFE, INCIDENTS AND RISK ASSESSMENTS</p>	<ul style="list-style-type: none"> ■ What are incidents? ■ Where do I get more information? ■ Where do I find policies & procedures about safety? ■ What do I need to do?

COMMUNITY NIGHT PATROLLER JOB DESCRIPTION, ROLE AND RESPONSIBILITIES

As you are aware the job description, role and responsibilities provide the structure and boundaries for Community Night Patrollers duties. The eLearning course repeatedly refers to the Community Night Patroller job description, role and responsibilities. It is essential these documents are current and are endorsed by the employing organisation and that patrollers are given time to review their job description and seek clarification with their manager at any stage.

When organisations undertake scheduled review of job descriptions, role and responsibilities it is important the *Community Night Patroller— Guiding Principles* as outlined below by the Department of Prime Minister & Cabinet, are included:

To deliver culturally appropriate assistance to Indigenous people at risk of either causing harm or being harmed, including children out after dark, intoxicated people, substance abusers, young people, victims of violence and the homeless.

To recognise that all individuals have the right to be safe in the community.

To recognise that the whole community, not solely the community night patrol, has a responsibility to work towards the prevention of anti-social, destructive and illegal behaviours.

To promote the Project and enhance access to social, health and community services through partnerships and relationships with other service providers.

To be aware of and responsive to the community safety needs and priorities of communities.



(Department of Prime Minister and Cabinet, 2018)

MODULE 2: WORK, HEALTH & SAFETY

Module 2 focuses on the principles of Work, Health and Safety (WHS). It aims to introduce the patroller to essential WHS terminology, language and systems. An adapted version of the Safety SAM concept is used as the key message. Safety SAM has 3 simple steps and many patrollers will be familiar with Safety SAM through previous training. This enables reinforced learning and heightens the application rate of WHS principles within the workplace.

This Module also highlights to patrollers that everyone in the workplace has a role to play in keeping the workplace safe. It discusses the various Work, Health and Safety roles and responsibilities including that of the patroller, the manager and the organisation.

WHS AND THE LAW

The eLearning course introduces basic WHS principles with reference and links to relevant Workplace, Health and Safety Legislation. It also advises patrollers that the responsibility of Workplace, Health & Safety is distributed across the entire organisation, including management.

As you would be aware, each organisation, executive and management conducting business hold responsibilities as “a person conducting a business or undertaking (PCBU)” and as the duty holder. “A duty holder, in managing risks to health and safety, must identify reasonably foreseeable hazards that could give rise to risks to health and safety” *NT Work, Health and Safety (National Uniform Legislation) Regulations*, July 2017 Work Health and Safety (National Uniform Legislation) Act. The PCBU has responsibility to minimise or mitigate risks in a timely manner as they are reported or arise. The management of foreseeable risks will encompass the assistance from all levels of business, staff and WHS representatives.

The organisation’s WHS Committee is instrumental in foreseeing risks and mitigating said risks. The establishment of a comprehensive committee with sound distribution and elected Health and Safety Representatives (HSR) is a legal requirement. Part 5 of the Work Health and Safety (National Uniform Legislation) Act (WHS (NUL) Act) provides for representation of

workers by a Health and Safety Representative (HSR). The Health and Safety Representative is the voice for each work area including the community patrollers. Their committee membership and attendance at each workplace WHS meeting will provide a structured avenue for patrollers to remain up to date with organisation WHS issues and enable the follow up of Community Night Patroller specific WHS issues.

The name and contact details of the HSR for the Community Night Patrol team, WHS committee meeting dates, times and venues must be made available to all workers at orientation and easily accessible thereafter.

Work Health and Safety (National Uniform Legislation) Act 2016: Div 2: 19 Primary Duty of Care refers to the principles of Duty of Care. Duty of Care is when actions are undertaken to minimise the risks to the health and safety so far as reasonably practicable. The PCBU ‘must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking’ (Div2:19:2). Therefore, the organisation, executive and line managers hold a Duty of Care to ensure the Community Night Patrollers are safe at work and whilst undertaking their duties as detailed in their job descriptions, role and responsibilities.



EXAMPLES OF HOW AN ORGANISATION CAN ADDRESS THEIR DUTY OF CARE FOR COMMUNITY NIGHT PATROLLERS INCLUDES:

- Risk management processes are in place
- Training is provided on how to identify, report and manage risks
- Workplace, Health and Safety training is provided
- Regular risk monitoring of the Community Night Patroller workplace is undertaken and documented
- Identified risks are mitigated in a timely manner
- There is support and a documented process for community patrollers to decline or address any requests to work outside their job description, role and responsibilities
- Community Night Patrollers have the opportunity to participate in the election of HSRs
- Community Night Patrollers have the opportunity to be an elected HSR
- Community Night Patrollers have the opportunity to attend WHS Committee meetings
- The Community Night Patroller vehicles are roadworthy and ready for use
- Contractual agreements are in place with partner organisations (police, health clinic), to support Community Night Patrollers only working within their job description, role and responsibilities. E.g. Memorandum of Understanding (MOU)
- Community Night Patrollers have timely and easy access to counselling and psychological support.

Work, Health & Safety Training is referred to under the Duty of Care Legislation. The PBCU or organisation/manager must ensure any information, training, instruction or supervision that is necessary to protect all community patrollers from risks to their health and safety arising at work is available. This training must be provided in a format and manner that is readily understood by the community patroller. The organisation's training or development manager will need to ensure the training is in line with literacy levels, language and access to training tools as appropriate to the community patroller.



FOR FURTHER INFORMATION CONTACT

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THE WHS TOOLBOX

Throughout the eLearning course, patrollers are asked to attend and participate in Toolbox (safety) Meetings including completing a Safety Checklist at the start of each shift. All Toolbox Meetings should be documented, with notes made available to all patrollers. This will be a requirement of your organisation's Continuous Quality Improvement standards. In addition, it will provide documented evidence of events, plans and actions whilst setting the structural framework for daily activities and responsibilities for the Community Night Patrol.

SAFETY SAM STEPS

There are 3 simple steps for patrollers to follow throughout each shift.

SAM = SPOT — ASSESS — MAKE CHANGES

	<p>Spot the Hazard, Risk or Danger</p>	<ul style="list-style-type: none"> • Look around: Is there fighting, family violence, gambling, angry people, vehicle accident? • Is anyone intoxicated or injured or children out late at night? • Are there dogs or snakes or weapons? • Listen: for fighting or aggressive people. • Smell: for anything unusual: fire or Gunja • Could you or someone else be hurt?
	<p>Assess the Risk or Danger. Is it safe?</p>	<ul style="list-style-type: none"> • Check out the scene • How likely is it a patroller or someone else be hurt? • Could the patroller or someone else die? • Is this a big danger? • Is this a small danger?
	<p>Make the changes so it is safer</p>	<ul style="list-style-type: none"> • Make the change so it less dangerous • Remove yourself and others from danger • Do not get out of the vehicle, unless it is safe • Never work alone • Keep everyone calm and work as a team • Talk to your manager • Get help • If it is a life-threatening situation or there is risk of death Call 000 • If it is not an emergency but someone could get hurt or be in danger Call 131 444 • Report it (fill in the forms)

(Safety SAM is reproduced courtesy of WorkSafe, Department of Mines, Industry Regulation and Safety, Western Australia)

ALL ABOUT REPORTING

In this section, patrollers are encouraged to complete relevant workplace forms e.g. Incident forms if they have seen or been involved in a situation that is unsafe or dangerous. It is important patrollers understand the need to abide by organisation policy and procedures regarding completion of relevant documents.

However, as the manager you will be aware, the greater need is for patrollers to recognise the legal implications of documentation. From a WHS and professional perspective, succinct and accurate documentation is necessary, to reflect on incidents, actions and plans. Accurate documentation will support the patroller to apply the Safety SAM steps, provide evidence of planning, actions, mitigation of risks and reflection, maintain communication lines with their manager and will build individual and team confidence.

Module 5 provides examples of Incident Forms and a Shift Safety Checklists. These have been designed specifically for the community night patrol context to assist patrollers to provide detailed, timely and accurate documentation of events or issues. As an organisation you may choose to use your existing documents or you may choose to adapt these examples. It is recommended patrollers undertake refresher training regarding reporting and documentation, this will enable timely and improved documentation and enhance patroller confidence.

From an organisation perspective, accurate patroller documentation will assist your team to:

- ✓ Provide evidence of active Workplace, Health & Safety
- ✓ Maintain communication with executive re: team performance and issues/risks
- ✓ Support the organisations continuous quality improvement program
- ✓ Enable continuous review of the team's performance, and opportunities for improvement
- ✓ Enable the early identification and mitigation of risks
- ✓ Improve the patrol team's performance

Below are examples of when patrollers have been advised they should complete an Incident Form, if:

- ✓ There is property (including vehicle) damage
- ✓ They are injured
- ✓ Someone else is injured
- ✓ There is a near miss or hazard identified
- ✓ They or someone else has experienced danger
- ✓ Traumatic events
- ✓ They have, or any worker has an accident or is injured at work
- ✓ They go to a suicide or attempted suicide
- ✓ They attend a road accident
- ✓ They are exposed to bodily fluids
- ✓ They have been asked to do something outside of their role description

MODULE 3 & 4: CARING FOR MYSELF, MY TEAM AND MY COMMUNITY

Modules 3 & 4 cover a range of strategies to assist patrollers to stay safe. Many areas will be a refresher of previous discussions between your management team and patrollers. Such as, exploring strategies to help the patroller care for their own personal wellbeing, and the well-being of their team. It also explores strategies to help the patroller stay safe when working with people displaying behaviours such as aggression, intoxication or mental health concerns, and in a range of situations including family violence and child protection. The Safety SAM principles are immersed throughout the Modules with scenarios and knowledge reinforcement questions to support patroller learning.

WALKING IN TWO WORLDS

Walking in Two Worlds is a component of the Community Night Patrol role that patrollers often find challenging and confronting. It is sometimes described as 'dual obligations' experienced by patrollers of having to balance both employer and community obligations. Achieving and maintaining this balance is at times difficult for both the patroller and management. It is important though, not to look at this as a problem. There are many advantages to being a patroller in their own community. Their beliefs, knowledge and understanding of community bring great value to the role and their ability to keep their community safe by bringing the two worlds together.

Walking in Two Worlds is one area patrollers are likely to require support and guidance. Promoting effective and open communication, will assist in reducing issues, improve team morale and patroller confidence.

A workplace that promotes cultural safety including training for all its employees, together with a structured and detailed orientation will assist the patrollers to travel this journey. Opportunities for new patrollers to access cultural mentors, in addition to access to management and attendance at regular team meetings would also be useful.

The diagram below is presented to patrollers in Module 3. This diagram highlights two different worlds patrollers often need to consider. Analysis of this model provides a good foundation for team discussion. From this conversation, the development of strategies to manage these challenging situations may emerge. Management input and direction will ensure compliance with organisation policies, procedures and relevant legislation.

BELIEFS AND VALUES: This world represents your beliefs and values as an Aboriginal person. As a local Aboriginal person; you hold beliefs and values that connect you to your land, your family and your community. You have an understanding of Aboriginal law, language and custom and these things make up who you are, your identity.

COMMUNITY NIGHT PATROLLER: This world is your role as a Community Night Patroller and how you work towards keeping your community safe. Your role is outlined in a job description and requires you to follow your organisations policies and procedures and Australian law.



CARING FOR SELF — KEEPING STRONG

Caring for self is a reoccurring theme throughout the eLearning course. Patrollers are encouraged to look after their social, emotional and physical health in order to be able to care for their team, their family and the community. The course provides a section on supports options available and their contact details. Patrollers are encouraged to discuss what is available locally with their manager.

As managers, you are aware of the need to support patrollers' social and emotional wellbeing. Throughout the consultation phase, the effect of patrollers witnessing trauma (such as car accidents, family violence, suicide, poverty, child safety etc.) as a part of the job was consistently identified by service providers as a key priority for action and additional resourcing.

DEALING WITH STRESS AND TRAUMA AND BUILDING RESILIENCE

Stress and trauma can impact on workplace performance, ability to respond to situations, team morale, team cohesion and most importantly the safety of the team. As you would be aware, organisations and managers have "a duty of care to provide for the protection of the health, safety and welfare of workers and others within a workplace" (NT Worksafe). SafeWork SA, also state "Under the Work Health and Safety Act 2012 (SA) (the Act), a PCBU has a primary duty of care and must, so far as is reasonably practicable, ensure the health and safety of workers you have engaged, or caused to be engaged" (SafeWork, SA).

Therefore, it is essential service providers have systems and processes to identify and manage stress and trauma. It is important that these systems are framed within a supportive culture.

Examples of systems that promote worker wellbeing include:

- ✓ Clear and effective communication lines including regular team meetings, culturally appropriate tools/forms and resources
- ✓ A culture of debriefing
- ✓ Mentoring and supervision systems
- ✓ Access to self-care and resilience building workshops
- ✓ Adequate and appropriate training for patrollers
- ✓ Provide patrollers access to a range of culturally appropriate support and counselling options prior and post incident



CARING FOR MY TEAM AND MY COMMUNITY



As a manager, you will be mindful of how the development of a strong and cohesive team can have numerous workplace benefits including:

- ✓ Distribution of the workload
- ✓ Increased productivity
- ✓ Improved safety and reduced risk of injury
- ✓ Decreased psychological stress for the team and manager
- ✓ Early identification and mitigation of risks

The eLearning course encourages patrollers to look after each other as a strategy to staying safe and strengthening the team. Suggested strategies include:

- ✓ Talking with and listening to each other
- ✓ Participation in safety or toolbox meetings
- ✓ Participation in a mentoring and/or supervision programs
- ✓ Following the Safety SAM steps: Spot the Hazard, Risk or Danger, Assess the Risk or Danger, Make Changes for Safety
- ✓ Open and effective communication with management
- ✓ Participation in debriefing after each shift or incident
- ✓ Accessing appropriate help and support including trained counsellors or other relevant persons

KEEPING THE TEAM SAFE IN THE PATROL VEHICLE

All workplaces require equipment in use to be safe and workers should be provided with organisation endorsed Standard Operating Procedures (SOP) for equipment such as vehicles. Below are some of the patrol vehicle SOP safety steps we have highlighted to patrollers. Patrollers are encouraged to locate and discuss the patrol vehicle SOP for their organisation.

- ✓ Everyone wears seatbelts
- ✓ Passengers do not sit behind driver
- ✓ Patroller not driving sits behind driver
- ✓ No angry or violent people to ride in vehicle
- ✓ No weapons in vehicle
- ✓ Report all trips and/or incident on relevant forms (e.g.; Shift Report, Incident Forms)
- ✓ Follow the organisation policies and procedures
- ✓ Follow the road rules
- ✓ Complete your organisations vehicle maintenance checklist as required, including addressing any issues.
*An example of a Vehicle Checklist is provided in the course.

EMERGENCY PLANS

Throughout the eLearning course patrollers have been encouraged to locate, learn and ask questions about the Emergency Procedures or Emergency Plans for their role and community.

As the manager you will be aware of the need to ensure the Emergency Plan and Procedures are readily available, instructions are clearly documented and easy for staff to follow. According to Safe Work Australia (2012) "PCBUs must ensure that an emergency plan is prepared for the workplace, including for workers who may work at multiple workplaces".

The workplace Emergency Plans should address emergencies such as:

- | | |
|-----------------------------|--|
| ✓ Fire | ✓ Armed confrontations |
| ✓ Explosion | ✓ Natural disasters |
| ✓ Medical Emergencies | ✓ Rescues — such as motor vehicle accidents (if patrollers are first to the scene) |
| ✓ Aggressive confrontations | ✓ Biohazard exposures such as exposure to body fluids |

The Emergency Plan should guide the patroller with:

- | | |
|---|--|
| ✓ What immediate action to take | ✓ Evacuation procedures if needed |
| ✓ Emergency contact details for key personnel | ✓ Location of fire protection equipment. E.g. in office, in vehicle |
| ✓ Contact details for local emergency services e.g. police, clinic | ✓ Post-incident follow-up process. E.g. counselling or medical treatment |
| ✓ How to alert the team, manager and if relevant the community of the event | ✓ Procedures for testing the emergency plan including the frequency of testing |
| ✓ Action to take for different emergency events or disasters | |

Work Safe Australia Advises the PCBU must ensure:

- | | |
|--|---|
| ✓ Workers are adequately trained in emergency procedures including refresher training for existing staff and at induction or orientation for new staff | ✓ The Emergency Plan includes location of emergency equipment and first aid arrangements |
| ✓ Training may include practising emergency procedures such as evacuations and identifying assembly points | ✓ The provision of specific training for individuals who have a formal role in an emergency for example team leaders and first aid officers |

Refer to the Work Safe Australia website for further information and fact sheets

<https://www.safeworkaustralia.gov.au/>



LOCAL COMMUNITY SAFETY PLAN

As the manager you will be familiar with any existing Local Community Safety Plans, Community Safety Meetings or Memorandum of Understanding (MOUs) between service providers such as Police, Health Service etc. When in place, these will provide a framework for a coordinated and collaborative approach to local crime prevention, early intervention of; anti-social behaviour, animal management, emergency situations and community safety.

MOUs may also be in place between the Commonwealth and state or territory governments. As the manager you should familiarise yourself with any arrangements at this level.

As the manager, you have a responsibility to ensure each patroller is informed of these plans including:

- ✓ Where to locate the local community safety plan.
- ✓ What is included in the community safety plan.
- ✓ The patroller's role in the community safety plan.

CARING FOR MY TEAM AND COMMUNITY

The eLearning course explores a range of safety risks and hazards that the patroller may encounter in their job. The need to prioritise their own personal safety is continually reinforced. For each situation information is given regarding recognition, response and reporting. Learning is enhanced through various scenarios and the application of the Safety SAM steps.

Situations explored include:

	<p>Vehicle use and compliance with the law Reminder: <i>Patrollers must never force a community member, adult or child into a vehicle.</i></p>
	<p>Responding to situations of conflict and aggression Managing, assistance, referral and reporting the event.</p>
	<p>Responding to strange or unusual behaviour and considering alcohol or drug induced behaviour Managing, assistance, referral and reporting the event.</p>
	<p>Responding to Mental Illness. Supporting, managing, assistance, referral and reporting the event Reminder: Mental Illness does not mean the person is violent & will cause harm.</p>
	<p>Responding to Family Violence Recognising Family Violence, seeking help, reporting and legislation/mandatory reporting.</p>
	<p>Responding to child issues, child protection, mandatory reporting and safe houses Keeping children safe, various scenarios. Why report, legislation, when and how to report.</p>
	<p>Responding to Youth issues How to assess and manage risk, working with youth workers</p>
	<p>Responding to a request not within the patrollers job description, role and responsibilities How to respond, referral to the manager, documentation and reporting of request.</p>
	<p>Debrief and Assistance When to debrief and how to seek debriefing or counselling</p>
	<p>The law Family Violence, Mandatory Reporting</p>
	<p>Patroller Duty of Care and legal responsibility to make sure others are not harmed, this is particularly important when patrollers are working with children. Recognition, responding and reporting situations of concern.</p>



Patrollers are reminded of specific legislation such as: The Northern Territory Domestic & Family Violence Act (2017), which requires adults to report if someone in a domestic “relationship has caused or likely to cause harm to another person in that domestic relationship”. Or, if “the life or safety of another person is under serious or imminent threat due to domestic violence”. Also, in “the Northern Territory, you must make a report if you reasonably believe a child has been harmed or exploited, or that a child is likely to be harmed or exploited” and is also a requirement under the “*Care and Protection of Children Act 2007*”. In South Australia the legal responsibility sits under “*The Children and Young People (Safety) Act, 2017*”. In both states there is a legal responsibility to report a child who has been harmed or when there are suspicions of harm (Mandatory Reporting).

NORTHERN TERRITORY

<https://nt.gov.au/community/child-protection-and-care/child-abuse>

SOUTH AUSTRALIA

[https://www.legislation.sa.gov.au/LZ/C/A/CHILDREN%20AND%20YOUNG%20PEOPLE%20\(SAFETY\)%20ACT%202017/CURRENT/2017.25.AUTH.PDF](https://www.legislation.sa.gov.au/LZ/C/A/CHILDREN%20AND%20YOUNG%20PEOPLE%20(SAFETY)%20ACT%202017/CURRENT/2017.25.AUTH.PDF)

<https://www.childwise.org.au/page/44/state-legislation-reporting-sa>

These are difficult situations for anyone in small communities and bring higher social and “payback” risks for the patroller. Therefore, it is imperative adequate support and timely response be provided by management to patrollers reporting and/or seeking guidance.

The de-escalation or scaling down of difficult situations is integral to support patroller safety. Basic principles of de-escalation have been included throughout the eLearning course, situation responses and scenarios. However, this manual cannot replace accredited and/or dedicated de-escalation training. Therefore, managers should consider the provision and mandating of formal de-escalation training and mental health first aid training for patrollers.

For further information regarding further training and qualified contacts and support refer to the Contacts and Support section in the eLearning course and page 23 of these guidelines.

KEY SAFETY MESSAGES TO PATROLLERS

Below are some of the key safety messages that have been reinforced throughout the eLearning course:

- Patroller Safety Comes First
- Never patrol alone: Patrol partners stay together and keep eye contact
- Always have two radios or phones
- Remember the emergency plan and patroller emergency training
- Patrollers to always speak respectfully and calmly, do NOT raise their voice, and never argue with another person
- Patrollers to listen to the person, show non-threatening body language, avoid constant eye contact; allow the person to break their gaze and look away
- Patroller to try to help them with their problem— focus on the future
- Patroller to stay a safe distance away (at least 4 times your usual distance) and never turn their back on an angry person
- Patroller MUST call police if they feel unsafe or are in danger
- Patroller to provide police with as much information as possible & ask for a PROMIS number
- Patroller to always plan a safe escape route e.g. If in a room, patroller to have their back to the door
- Patroller must stay back if there is a weapon
- Patroller to move to a safe area, if possible
- Get help from other patrollers
- If children are in danger. Move children to a safe area, NEVER force children to go
- Patroller to report and record incidents and events
- Patroller to complete organisational forms such as Shift Report & Safety Checklist
- Debrief and access support including professional counselling.

MODULE 5: RISK MANAGEMENT


Module 5 focuses on the application of the Safety SAM steps to Risk Management, including the recognition, mitigation and reporting of risks. It also explores the roles and responsibilities of patrollers, managers and the organisation with regards to risk management.

Module 5 is intended to support your organisation's current Risk Management systems by facilitating patroller participation in Risk Management processes. Once again, the priority is the embedding of safety systems to the work routine of patrollers and promoting Patroller Safety First.

RISK MANAGEMENT FORMS

The eLearning course provides **examples** of workplace forms including the **Shift Safety Checklist** (Risk Assessment tool), **Incident Report Form – Client** and the **Incident Report Form – Patroller**. These forms are not intended to replace organisation specific forms but facilitate patroller learning. There is the option for your organisation to adapt these forms to suit your organisation's needs. These example forms have been designed with an interactive component to enable the patroller to complete it via an electronic device and email it to their nominated manager. The aim is to improve the patrollers' capacity to assess and report risks and incidents accurately and overcome some of the barriers to reporting issues. These example forms are included on the next page for managers' reference.

SUPPORT, CONTACTS AND FURTHER INFORMATION

Throughout the eLearning course patrollers are encouraged to click on the  info icon if they would like to access more information or specific help and support including counselling, legal advice, WHS advice, further training and other relevant services. Patrollers are encouraged to also talk with their manager about local supports and contacts.

This section may also serve as a useful reference for managers as it includes a range of contacts for organisations that provide qualified support/counselling, training and useful publications. We have included examples of several social and emotional wellbeing services below; however, we encourage you to explore as many avenues as possible to ensure you have the support and/or training that is appropriate for your staff and organisation's needs.

BEYOND BLUE

<https://www.beyondblue.org.au/who-does-it-affect/aboriginal-and-torres-strait-islander-people>

PUBLICATIONS OF RELEVANCE INCLUDE:












- *Trauma and Loss- Guidelines for providing Mental Health First Aid to an Aboriginal and Torres Strait Islander person.*
<http://resources.beyondblue.org.au/prism/file?token=BL/0550>
- *Depression- Guidelines for providing Mental Health First Aid to an Aboriginal and Torres Strait Islander person.*
<http://resources.beyondblue.org.au/prism/file?token=BL/0547>
- *Cultural Considerations and Communication Techniques- Guidelines for providing Mental Health First Aid to an Aboriginal and Torres Strait Islander person* <http://resources.beyondblue.org.au/prism/file?token=BL/0552>

Additional resources for providing Mental Health First Aid to an Aboriginal and Torres Strait Islander person Mental Health First Aid- Australia <https://mhfa.com.au/mental-health-first-aid-guidelines#mhfaatsi>

Suicide Story is a suicide prevention program created for use in Aboriginal communities by Aboriginal people who live and work in remote Aboriginal communities. <https://mhaca.org.au/education-and-community-awareness/aboriginal-suicide-prevention/>




EXAMPLE: Community Night Patroller—SHIFT SAFETY CHECKLIST

Community Name:		Date:	
SAFETY SAM S (Spot the Hazard, Risk or Danger. What is the problem?) A (Assess the Risk or Danger. Is it safe?) M (Make Changes to ensure safety)			
Possible Risk or Problem	Yes	No	Notes
 Are you rested?			
 Do you have your uniform?			
 Is your Patrol Partner at work?			
 Is the patrol vehicle ready?			
 Has the vehicle checklist been completed?			
 Is the communication equipment charged and ready?			
 Do you have a list of after-hours phone numbers?			
 Is the first aid kit stocked and ready?			
 Do you have a copy of your emergency plan?			
 Do you have your report book or nightly stats sheet?			
 Any community problems or events. E.g., Football match			
Patroller Names	Signature		
Only fill the section below at the end of your shift		Yes	No
Were there any problems on your shift?			
Were there any problems reported to your team leader or manager?			
Have you sent the Shift Safety Checklist to your team leader or manager?			
Have you filled in an Incident Report?			
(If Yes) Have you sent the Incident Report to your team leader or manager?			



EXAMPLE: Community Night Patroller—Incident Report Form PATROLLER

Fill in this form if the incident/problem is about a Community member/client.

Patroller Name:		Date:		Time:				
Community Name								
Story (Provide any information as detailed and as accurate as you can):								
At any point, were any Community Members involved in the incident?					Y	N		
(If YES) Name of Community Member:								
Were any of the following included in the incident? (Highlight as many as are needed)								
Unsafe Equipment (Patroller)	Threat	Exposure to Chemical						
No Equipment Available (Patroller)	Assault	Trauma						
Vehicle Problem	Weapons	MVA						
Not enough Patrollers or Staff Problem	Drugs	Alcohol						
Property Damage	Injury to self	PPE						
Suicide		Attempted Suicide						
Other:								
Please provide details of the incident and actions taken below								
Was this a near miss?	Y	N	What were the injuries? What areas of the body were injured? 					
Was First Aid given?	Y	N						
Is Mandatory Reporting involved?	Y	N	Was the Patroller taken to a Clinic?	Y	N			
Was this reported to Police? (If YES, print the PROMIS# below)	Y	N	Has your Manager / Team Leader been notified?	Y	N			
Based on the Incident, please indicate below the severity and likeliness of this occurring again, X the correct boxes								
Was this unsafe?	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Very Unsafe, nobody was hurt	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Very Unsafe, someone was hurt	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Very Unsafe, potential for serious injury or fatality	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Patroller Signature						Date:		



EXAMPLE: Community Night Patroller—Incident Report Form CLIENTS

Fill in this form if the incident/problem is about a community member/client.

Patroller Name:			Date:			Time:		
Community Name								
Client name/s		Age	Gender	Client Name/s		Age	Gender	
Story (Provide any information as detailed and as accurate as you can):								
Were any of the following included in the incident? (Highlight as many as are needed)								
PPE	Assault			Property Damage				
Family Violence	Drugs			Alcohol				
Gambling	Trauma			Suicide				
Attempted Suicide			Threat			Weapons		
Children			Vehicle Incident					
Other:								
Please provide details of the incident and actions taken below								
Was First Aid Given?		Y	N	What were the injuries? What areas of the body were injured? 				
Were those involved taken to the Clinic?		Y	N					
How did you fix the problem?								
Was this reported to Police? (If YES, print the PROMIS# below)		Y	N	Has your Manager / Team Leader been notified?			Y	N
Based on the Incident, please indicate below the severity and likeliness of this occurring again, X the correct boxes								
Was this unsafe?	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Very Unsafe, nobody was hurt	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Very Unsafe, someone was hurt	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Very Unsafe, potential for serious injury or fatality	Y	N	This was a rare incident, not likely to happen again.	Y	N	This incident is likely to happen again.	Y	N
Patroller Signature						Date:		

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