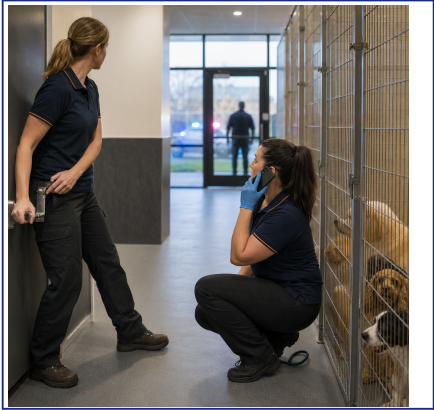


PROCEDURE 15

Intruder, violence, theft, lockdown or suspicious item

Purpose: Protect people, prevent dog release or weaponisation, and follow police directions.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Threatening person, domestic-violence spillover, robbery, unauthorised removal, forced entry, suspicious package, active violence or police direction.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
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Step-by-step emergency response

- 1

Call police. Call 000 for violence, immediate threat or crime in progress. Give location, description, weapons, injuries and dog locations.
- 2

Choose the safer action. Evacuate away from the threat if a safe route exists; otherwise lock down in the nominated rooms, silence devices and keep out of sight.
- 3

Secure dogs. Keep dogs behind locked barriers and away from the confrontation. Do not release dogs to deter a person.
- 4

Control information. Use the emergency code, notify staff through the approved channel and avoid public announcements that reveal locations.
- 5

For a suspicious item. Do not touch, move, open or use a radio/phone close to it. Isolate the area and follow police instructions.
- 6

Handover. Keep hands visible and follow police commands. Advise them of dog numbers, locations and any known behaviour risks.

Do not

STOP	Confront or pursue the person unless unavoidable for immediate life safety.
STOP	Release, threaten with or encourage a dog to engage.
STOP	Touch suspicious items or disturb evidence.

After the immediate danger

- Preserve CCTV, access records and communications.
- Verify dog identity before any post-incident handover.
- Provide trauma support and review duress alarms, sightlines, pickup authority and key control.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	



Procedure readiness checklist

- ☐ Provide controlled entry, visitor verification, key management, CCTV and after-hours security.
- ☐ Nominate a lockable internal room that protects people and prevents dog release or weaponisation.
- ☐ Install or provide a duress alarm and a discreet internal emergency code.
- ☐ Keep police access, site plans and information about dog numbers and locations readily available.
- ☐ Train staff to evacuate away from the threat or lock down without confrontation.
- ☐ Protect CCTV, access records and communications after an incident.

Site-specific arrangements

Duress alarm / emergency code	
Lockdown room	
Police entry / meeting point	
CCTV / access-record retention	

Emergency contacts and notifications

Triple Zero - Police		Manager / owner and insurer	
Owners only through authorised communications		Primary / emergency vet	

Recommended drill: Activate the emergency code, secure dogs behind internal barriers and communicate silently with police.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

- [1] [Safe Work Australia - Emergency plans and procedures](#)
- [5] [Triple Zero - Australia's emergency call service](#)
- [19] [Safe Work Australia - Incident notification](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.

