SAFEAPPS
SMART SOLUTIONS FOR SAFER WORKPLACES

FOR MANAGERS, WHS AND HR LEADS

StaySafe uptake toolkit

Practical steps to lift day-to-day use of StaySafe across your team, plus a ready-to-send staff email, a 15-minute toolbox talk and a privacy commitment you can adapt. Use it alongside the staff guide, *Using StaySafe: your guide to getting home safe*.

01

Why usage drops, and what fixes it

Low usage is rarely about the app itself. It usually comes down to one or more of the barriers below. If you're not sure which apply, ask a few staff directly; a two-minute conversation usually tells you.

Barrier	What it sounds like	What helps
Privacy concerns	"I don't want to be tracked."	Explain when location is and isn't shared. Put a written privacy commitment in place (section 4).
Unclear expectations	"I didn't think this job needed it."	Define, in writing, which tasks need a session. Keep the list short and specific.
Habit and forgetting	"I always forget until I'm halfway through."	Link sessions to existing triggers (job start, vehicle, sign-in). Brief reminders in team meetings.
Fear of false alarms	"I don't want to cause a fuss."	Say clearly that false alarms are expected and never disciplinary. Thank people who respond quickly.
Setup problems	"It didn't work last time."	Run a 10-minute setup check: location "Always", notifications on, battery optimisation off (Android).

Barrier	What it sounds like	What helps
Low perceived risk	"My job's not dangerous."	Share realistic scenarios (falls, medical episodes, breakdowns, aggression) rather than worst cases.
No visible leadership	"Managers don't use it."	Managers who work alone use it too, and say so.

02

Eight tactics that lift usage

1. Define "when" in one sentence
For example: "Start a StaySafe session for any task where you are alone and out of sight or earshot of a colleague, including driving between sites." Vague expectations produce low usage.

2. Lead with privacy, not compliance
Open every briefing by explaining what is and isn't shared. Staff who believe they're being tracked will quietly avoid the app.

3. Run a setup clinic
Book 15 minutes with the team and check each phone together. Most "it doesn't work" issues are location, notification or battery settings.

4. Build it into existing workflows
Add "Start StaySafe session" to job sheets, rosters, visit checklists and pre-start meetings so it's part of the job, not an extra.

5. Make false alarms safe
State plainly that a missed check-in is not a disciplinary issue. How the first few false alarms are handled sets the tone for everyone.

6. Lead by example
Managers and supervisors who work alone should use StaySafe visibly and mention it ("I've started my session, heading to site").

7. Use the data to recognise, not police

Review session numbers in the StaySafe hub monthly. Acknowledge teams and individuals with good uptake. Follow up low usage with a supportive conversation about barriers, not a warning.

8. Refresh at 30, 60 and 90 days

Habits fade. A short reminder at team meetings, a re-share of the staff guide, or a quick "how's it going" check keeps usage from sliding.

03

Ready-to-send staff email

Edit the highlighted parts, attach the staff guide PDF if you like, and send.

Subject: StaySafe: a quick reminder on using it (and what it does and doesn't share)

Hi team,

A quick reminder about StaySafe, the app we use to make sure anyone working alone can get help quickly if something goes wrong.

When to use it: **[insert your one-sentence rule, e.g. "any time you're working alone and out of sight or earshot of a colleague, including driving between sites"]** .

Your privacy: StaySafe only shares your location while you're in a session you've started, or if an alert is raised. It doesn't track you outside of that, and it isn't used to monitor performance.

False alarms are fine. If you miss a check-in or forget to end a session, just answer the call and let us know you're OK. No one is in trouble for that.

If the app hasn't been working properly for you, the most common fix is a phone setting. The attached guide shows how to check it in a couple of minutes, or come and see **[name]** and we'll sort it out together.

Guide: safeapps.com.au/staysafe-user-guide (also attached as a PDF)

Thanks for looking after yourselves and each other.

[Your name]

04

Privacy commitment template

A short written statement from leadership does more for uptake than anything else. Adapt this to match your actual practices before sharing it. **Only make commitments your organisation will keep.**

[Organisation] uses StaySafe solely to protect the safety of people working alone. We commit that:

- Location information is only viewed to check on someone's welfare or respond to an alert.
- StaySafe data will not be used to monitor productivity, performance or attendance.
- Access is limited to **[roles, e.g. designated monitors and the WHS team]**.
- Missed check-ins and false alarms will never result in disciplinary action.
- Anyone with a question about their data can speak to **[contact]**.

05

15-minute toolbox talk

Time	Topic and key points
0–3 min	**Why we use it.** Share a realistic scenario relevant to your work (a fall in a plant room, a breakdown on a remote road, an aggressive client). The risk is that no one knows.
3–6 min	**Privacy.** Location is only shared in a session or an alert. Ending a session stops sharing. Share your privacy commitment.
6–9 min	**When to use it.** Read out your one-sentence rule. Ask the group for examples from their own week.
9–13 min	**Live demo and phone check.** Start, extend and end a session. Show the panic button. Everyone checks location, notifications and battery settings on their own phone.
13–15 min	**False alarms and questions.** Reinforce that false alarms are fine. Ask: "What would stop you using it?" Note answers and follow up.

Need help? SafeApps can review your StaySafe usage reports with you, help pinpoint where uptake is low, and run a refresher session for your team. Get in touch via **safeapps.com.au**.

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