SAFEAPPS
SMART SOLUTIONS FOR SAFER WORKPLACES

STAYSAFE LONE WORKER APP · STAFF GUIDE

Using StaySafe: your guide to getting home safe

StaySafe is there so that if something goes wrong while you're working alone, someone knows and help comes quickly. This guide covers when to use it, how to use it, and exactly what it does and doesn't share about you.

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01

Why it matters

Most days nothing goes wrong. StaySafe is for the day something does.

When you work alone, the biggest risk often isn't the incident itself. It's that **no one knows** it has happened. A slip in a plant room, a car breakdown on a remote road, a client visit that turns aggressive, or a sudden medical episode can all become far more serious if hours pass before anyone notices.

StaySafe closes that gap. It lets you tell your organisation, in a few seconds, where you'll be and when you expect to be finished. If you don't check in, or you raise an alert, the right people are notified straight away with your location.

> **The app only protects you if it's running.** A session takes about 10 seconds to start. Make it part of your routine, like putting on a seatbelt.

02

Your privacy: what's shared, and when

StaySafe is a safety tool, not a tracking tool. You control when your location is visible.

A common worry is that the app lets your employer watch where you are all the time. It doesn't work that way. Your location is shared with your organisation's responders only while you're **actively using the app**: during a session you've started, or when an alert has been raised.

When your location IS shared

- While a session you started is running
- When you raise a panic or SOS alert
- When an automatic alert is triggered (for example, a missed check-in, fall or non-movement alert, if those features are on)

When your location is NOT shared

- When you aren't in a session and no alert is active
- After you've ended your session
- Outside work, on days off, or when you're simply carrying your phone

If your organisation uses Privacy Mode

Some organisations turn on Privacy Mode, which goes a step further: your location is only shared **during an emergency alert**, not during a normal session.

Why does the app ask for "Always allow" location?

Your phone will ask for permission to use location even when the app isn't open. This isn't so it can track you around the clock. It's so that if you're in trouble and your phone is locked in your pocket, the alert can still send your position. The app only *shares* your location in the situations listed above.

Who can see your information

- Only authorised people your organisation has set up as monitors or responders, and, if your organisation uses one, a professional 24/7 monitoring centre.
- Session notes you add (for example, a site address or client name) are visible to those responders so they can find you if needed.

How your data is protected

StaySafe's provider is certified to the international information security standard ISO/IEC 27001. Data is encrypted while it's being sent and while it's stored, and is held on secure Amazon Web Services

(AWS) servers, with Australian-based hosting available for Australian organisations.

> **Have a question about how your organisation uses this information?** Ask your manager or WHS contact. You're entitled to understand how your safety data is handled.

03

When to use StaySafe

A simple rule: **if something went wrong right now, would anyone notice quickly?** If the answer is no, start a session.

Typical situations include:

- **Home or client visits**
- **Working before or after hours**
- **Remote or rural sites**
- **Driving between sites**
- **Inspections and site walks**
- **Working alone in a building**
- **Meeting members of the public**
- **Plant rooms, roofs, confined areas**
- **Night shifts**
- **Cash handling or lock-up**

Your organisation may have its own list of when StaySafe is required. If you're unsure whether a task counts, **use it anyway**. There's no downside to an extra session.

> **"It's only a quick job"** is the most common reason people skip a session, and short jobs are exactly when incidents catch people off guard. Short session, still a session.

04

One-time setup (about 5 minutes)

Most "the app didn't work" problems trace back to a setting on the phone. Get these right once and you're done.

1. **Install and log in.** Download "StaySafe Lone Worker" from the App Store or Google Play and log in using the details or single sign-on your organisation provided.
2. **Allow location: "Always" (iPhone) or "Allow all the time" (Android).** This is what lets an alert reach help when your screen is locked. See the privacy section for why this is safe.

3. **Allow notifications.** Check-in reminders and session warnings arrive as notifications. If they're blocked, you may miss a check-in and trigger an alert.
4. **Android: switch off battery optimisation for StaySafe.** Some phones put apps to sleep to save battery. Go to Settings › Apps › StaySafe › Battery and choose "Unrestricted" (wording varies by phone).
5. **Check your profile details.** Make sure your mobile number and any emergency details are correct, so responders can reach you.
6. **Set your duress PIN** (if your organisation uses it). Choose something you'll remember under stress, different from your normal PIN.
7. **Do a test run.** Start a short session and end it. If you'd like to test an alert, **tell your monitor or manager first** so they know it's a test.

05

Everyday use: start, check in, end

Three habits cover almost everything.

1. Start a session before the task

- Open the app and start a session **before** you arrive, walk in, or start driving, not halfway through.
- Set a realistic duration, with a little buffer. If a visit usually takes 45 minutes, set an hour.
- Add a short note: the address, site or client, and anything useful (for example, "dog on property" or "no mobile signal in basement").

2. Respond to check-ins and extend if you're running late

- If your session uses check-ins, confirm you're OK when prompted. A missed check-in is treated as a possible emergency.
- Running over time? **Extend the session** in the app before it expires. If it expires without being ended or extended, an alert is raised.

3. End the session when you're safe

- End it when the task is finished and you're somewhere safe, for example back in your car with the doors locked, or home.
- Ending the session stops location sharing.

> **Tip:** Tie starting a session to something you already do: getting out of the car, signing in at reception, or opening a job on your work system.

06

Safety features

Not every organisation uses every feature. If you're not sure whether a feature is switched on for you, ask your manager or check the app.

Feature	What it does and how to use it
Panic / SOS alert	Raises an immediate alert and starts broadcasting your location. **Works at any time, even if you haven't started a session.** Know where the button is before you need it.
Discreet panic ***(if enabled)***	Raises a panic alert without opening the app, for example by pressing your phone's side button twice. Useful when getting your phone out would escalate a situation.
Duress PIN ***(if enabled)***	If you're forced to cancel an alert, enter your duress PIN instead of your normal PIN. The app will look like the alert was cancelled and closed, but the alert **keeps going in the background**.
Check-ins / welfare checks ***(if enabled)***	The app prompts you at set intervals to confirm you're OK. Respond each time. A missed check-in raises an alert.
Fall detection ***(if enabled)***	Detects a fall or sudden impact and alerts responders automatically, even if you can't reach your phone.
Non-movement ***(if enabled)***	Raises an alert if your phone hasn't moved for a set time (usually between 5 and 15 minutes). If you'll be still for a while, for example in a long meeting, keep this in mind.
Driving mode ***(if enabled)***	Pauses on-screen prompts while you drive so you aren't distracted, while keeping your responders informed.
Low signal mode	If mobile data drops out, alerts automatically switch to SMS, so you stay protected in patchy coverage areas.
Geofence alerts ***(if enabled)***	Notifies you when you enter a known high-risk area or site, so you can take the right precautions.

Feature	What it does and how to use it
Wearable panic button ***(if issued)***	A small Bluetooth button that raises a panic alert through the app without touching your phone. Keep it charged and paired, and wear it where you can reach it.
Satellite device ***(if issued)***	A satellite communicator (such as a Garmin inReach) connected to StaySafe for areas with no mobile coverage. Keep it charged and switched on during remote work.

07

What happens when an alert is raised

1. **Your responders are notified straight away** by phone, SMS or email, with your location and session notes.
2. **They'll try to contact you.** If you're OK, answer and let them know. That's all that's needed.
3. **If they can't reach you,** they follow your organisation's emergency procedure. This may include contacting a colleague nearby, sending someone to your location, or calling emergency services.

False alarms happen, and that's fine. A missed check-in or a forgotten session is not a disciplinary issue. It shows the system works. Just answer the call, explain, and carry on. Never avoid using the app because you're worried about a false alarm.

In a life-threatening emergency where you can safely call, call 000 first. Then raise a StaySafe alert if you can, so your organisation knows too.

08

Common questions

"Is my employer tracking me?"

No. Your location is only shared during a session you start, or during an alert. When you end your session, sharing stops. See Your privacy for details.

"Will it drain my battery or use lots of data?"

Location is mainly used during sessions, so the impact is usually modest. On long shifts, start the day with a full charge and keep a car charger or power bank handy. The app will send an alert if your battery gets critically low (under 5%) during a session, so responders know why you've gone quiet.

"My work isn't dangerous. Do I really need it?"

Most incidents for lone workers aren't dramatic: a fall, a medical episode, a vehicle breakdown, a tense conversation. They're serious mainly because no one knows. StaySafe isn't a sign that your job is high-risk; it means you won't be left waiting for help.

"I keep forgetting to start a session."

That's the most common barrier, and it's a habit issue, not a personal failing. Link it to a trigger you already have (parking the car, signing in on site), and add the app to your phone's home screen dock so it's one tap away.

"What if I have no signal?"

Low signal mode switches alerts to SMS when data drops out. If you regularly work where there's no coverage at all, talk to your manager about a satellite device.

"What if I trigger an alert by accident?"

Answer when your responder calls and let them know you're OK. No harm done.

"Something isn't working. Who do I ask?"

Speak to your manager or the StaySafe administrator in your organisation. Most issues are fixed by checking the location, notification and battery settings in the setup section.

09 · QUICK REFERENCE

StaySafe in 30 seconds

BEFORE

- Start a session before you arrive or set off
- Set a realistic time, plus a buffer
- Add the address and any useful notes

DURING

- Answer check-ins when prompted
- Running late? Extend before it expires
- Keep your phone (and wearable) on you

AFTER

- End the session once you're somewhere safe
- Ending it stops location sharing
- Missed one? Answer the call and explain

In danger? Press Panic / SOS, any time, no session needed. Being forced to cancel? Use your duress PIN (if enabled). Life-threatening and safe to call? Call 000.

SAFEAPPS
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Provided by SafeApps, authorised StaySafe reseller · safeapps.com.au
Feature availability depends on your organisation's settings. Always follow your organisation's lone working procedures.