



Community Mental Health - Wheatbelt Mental Health Clinic Security - Open and Lock-up Procedure

Effective: 12 October 2018

1. Guiding Principles

The WA Country Health Service (WACHS) has contracted monitoring services and has processes in place to deliver and maintain building security to provide a safe working place for staff, clients, visitors and the organisation. Staff are responsible for assisting and adhering to building security processes.

2. Procedure

Staff are informed of site security procedures, including how to operate alarm systems, during their orientation.

Keys / Swipe cards

- Staff are issued with relevant building keys and/or swipe cards on commencement of employment.
- Wheatbelt Mental Health Service (WMHS) keys and swipe cards must be kept in a safe place when staff are off duty.
- Only authorised staff can be in the possession of keys and swipe cards
- Loss of keys or swipe cards must be immediately reported to the Business Manager
- Swipe cards will be deactivated on notification of loss, to prevent unauthorised entry to Northam Clinic and/or Merredin Health Service.
- Keys and swipe cards must be returned on resignation from the service. Failure to return keys will result in a delay in receiving termination payment.

Northam Clinic Opening Procedure

The first staff member arriving at work will-

- Disarm the building by swiping the swipe card reader three times at the entry door at Fitzgerald Street. The reader turns green when the building is disarmed and access is allowed.

Northam Clinic Lock Up Procedure

The last staff member to leave the building is responsible for checking that-

- Non time-clocked air conditioners are turned off
- Client Records are secured and the medical records room is locked.
- Internal fire doors and swipe card doors are closed
- The alarm is set by swiping the swipe card three times on the exit door at Fitzgerald Street or at the swipe card access door in the waiting room end of the building. The reader will turn red indicating the building is armed. There is 10 seconds to exit the building once the reader turns red.

Staff who are on site after hours beyond 8pm at Northam clinic must call the monitoring company, quote the Voice Code and inform them how long you will be and when the monitoring company can expect the building to be armed.

Staff working on the weekends must call the monitoring company, quote the Voice Code and inform them how long you will be there and when they can expect the building to be armed.

Combine monitoring
Phone number - **9440 4999**
Voice code - **PAT-1041**

Gingin Clinic Opening Procedure

First staff member arriving at Gingin clinic will:

- disarm by entering the pincode into the swipe pad.

Gingin Clinic Lock Up Procedure

The last staff member to leave Gingin clinic is responsible for checking that:

- air conditioners are turned off
- client records are secured and the medical records cupboard is locked
- the alarm is set by entering the pincode into alarm pad. There is 10 seconds to exit the building once the arming is set.

Working alone at any site

Staff members who find themselves alone during business hours in any mental health site must lock the building to prevent people outside from entering. To maintain safety there must be a minimum of 2 staff on site for the door to remain unsecured.

Unplanned or unknown people

All staff have responsibility to request the identification of an unknown person. If the reason given is valid, either escort or direct the person to the required area. If suspicious or their behaviour is inappropriate, obtain assistance, either from senior staff or the police.

Following any breach of security:

- ensure the safety of yourself and others
- check surrounding area for theft and damage
- report incident to the Business Manager
- complete a WACHS [Safety Risk Report Form](#)

**This document can be made available in alternative formats
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Contact:	Regional Manager Mental Health (C.Stilian)		
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