

Duress Alarm Questions & Answers



Q. Who will be using the Duress Alarm (SafeZone) App?

A. Frontline staff in CSD (e.g. CSAs, SDMs, Cleaners and Transport Officers) will have access to the SafeZone app on their Sydney Trains issued mobile phone.

Q. What is a “geo-fence” work zone?

A. A geo-fence work zone is a geographically defined area on a map around Sydney Trains locations. The Security team are able to monitor and respond to alerts that are raised by staff checked-in to the app within these zones.

The geo-fence areas are unique to each station and may include the station precinct itself, station carparks, bus stops and walkways, bin areas and any other identified work area around the station that is frequented by staff.

Q. Is it compulsory for frontline staff to use the SafeZone app?

A. Sydney Trains intends for all frontline staff to have access to SafeZone to provide them with a reliable tool to seek help if an incident occurs. The SafeZone app compliments existing safety precautions and is consistent with the SAFER approach towards customer initiated violence and other incident management and reporting procedures.

Whilst it's not compulsory, Sydney Trains strongly encourages all frontline staff to use the SafeZone app if an incident occurs.

Q. Why do we need location services turned on all the time?

A. If Location services is turned off, SafeZone will not be able to detect your location. Location services needs to be turned on for the app to work.

Q. Do I need to be checked-in to the SafeZone app?

A. Yes. SafeZone is able to detect your location during your shift, so if you are involved in an incident Security can manage and improve response co-ordination.

Q. How do I check-in to SafeZone?

A. SafeZone recognises you have entered a station geo fence zone and automatically checks you in. When changing geo fence zones, you will receive a push notification and when you exit the geo fence zone, SafeZone will automatically check-out and notify you.

Q. Why am I having trouble checking in?

A. If you are indoors, turn on wi-fi on your mobile and this will assist your check in process.

Q. Can I raise an Alert if my phone is locked?

A. For iOS (iPhones) phones, an alert cannot be raised when the phone is locked.

Q. How long does it take for my Alert to go through?

A. The alert counts down for 5 seconds; you may continue to tap the alert button to bypass the counter and go straight through to Security.

Q. How quick will the response be after raising an alert?

A. There is no change to the existing response time. If the situation is life threatening or critical use the red Emergency button to call 000.

Q. What happens when I raise an Alert but can't answer the call from Security or speak?

A. If an alert is raised and you are not able to respond, Security will follow up via voice calls and message. They also check CCTV to determine the situation and escalate if help is required.

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Q. When I raise an Emergency Alert, is audio activated so Security can hear what is going on, without me having to speak?

A. This feature is not currently available.

Q. Will SafeZone work in black spots?

A. With cellular blackspots, where mobile data is not available, SafeZone can communicate by SMS.

Q. Will SafeZone work when there's a Telstra outage?

A. SafeZone will not work if there is a Telstra outage, in this situation you will still be able to use the standard Emergency Call function of your iPhone.

Q. Who can monitor where I am?

A. Access to view your location is restricted to the Security team, and only when you are checked-in to the safeZone app. No one else including DEDs or Team Managers have access to any monitoring data. Data not related to an incident will be deleted on a regular basis.

Q. What if I am on leave or not at work, can I close SafeZone?

A. When on annual leave and travelling through stations with a work issued phone, you can switch off Auto Check in and switch it back to allow Auto Check in when returning to work.

Q. Can I activate a red button alert without the customer noticing?

A. At this stage it's unlikely an alert can be activated without drawing attention to it as the customer may witness you using your mobile phone.

Q. What do I do after my alert has been resolved?

A. After the alert has been resolved please "Cancel" the alert to go back to the SafeZone home screen so you are ready to raise a new alert. New alerts cannot be raised until you cancel the resolved alert. Normal incident reporting procedures apply.

Q. What if I accidentally raise an alert?

A. If you accidentally raise an alert you will be able to cancel it via the app. Note that Security may still contact you to check you are okay.

Q. Does SafeZone replace all emergency procedures?

A. No. There is no change to emergencies occurring on track. Continue to call the Signal box.

Q. In an incident, can I still call Security on 9379 4444?

A. Yes. However you will be asked for your name and location along with details of the incident.

Q. Why am I getting so many push notifications?

A. SafeZone is letting you know every time you have checked in and out of the app, to confirm your status. To minimise the notifications, it's recommended you change your phone settings to remove the sound, make the banners temporary, or select the notification centre option. Please speak with the Mobility team for assistance with these options if unsure on what to do.

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Q. Why am I getting messages saying SafeZone has used my location in the background?

A. Apple has introduced new features as part of iOS 13 which lets you know how many times an app has used your location data. Please disregard the messages for SafeZone. It is encouraged you keep location services enabled to help Security locate you, when you need assistance

Q. How accurate are the GPS coordinates on the Live Map?

A. The SafeZone app provides a significant improvement in location accuracy compared to the current Personal Duress Alarm pendants used at some stations .

The accuracy of the GPS coordinates on the Live Map improves in relation to your locations satellite visibility. For example, if you are outdoors with a clear sky view (satellite positioning), your location can be accurate within a 2 metre radius. There is less accuracy at underground stations but still an improvement to the current PDA pendants.

Q. Is SafeZone only for personal duress or incidents affecting others eg customers, passengers and contractors?

A. SafeZone is an app to provide you with a reliable tool to raise an alert when you need assistance. It enables you to seek help regardless of who the incident involves, as you may be in a position to raise the alarm when the other person cannot.

Q. What happens with the old Alarmzone duress pendant?

A. After SafeZone has been deployed to all stations there will be a transition period before the old duress alarm pendants are removed from stations.