

## SD – Office Opening & Closing – Morwell Office

### Policy

This policy has been put in place to ensure the office is opened and closed safely and securely.

### Office Opening - Procedure

**1. Locate the key safe, and unlock to retrieve the key:**

- The key safe is located on the gates at the back of the building.
- Scroll the numbers until the code is 2190.
- Push the switch up.
- Remove the key, unlock the building and return key to the key safe, close and mix all the numbers up.

**2. Enter the building and disarm the security system (if applicable):**

- The security system at Morwell is not currently in use.

**3. Other, complete if needed:**

- a) Turn on lights
- b) Open blinds or curtains
- c) Turn on urn
- d) Empty dishwasher
- e) Check post box (P.O Box 49), key is in key safe

**4. Phone Diversion:**

- DND (do not disturb) Night mode - is a solid red if pressed, turn this off by pressing number 1. To set phone to day mode press hold/save (orange) button.
- Check for voice messages

Note, if reception is **not** attended, enable the night mode switch (from the reception desk only). This will make incoming calls ring on other phones. All calls need to be answered quickly as calls will be disconnected after approximately 4-5 rings. Night mode should be off when reception is attended.

**5. Change the computer back up cartridge (needs to be changed daily)**

To do this, you will need to locate the server and the safe, where spare cartridges are stored:

- The server is located in the storage room
- The safe is located in the Operation Managers office, in sideboard cupboard left hand side.

Cartridge attachment to the server:

- Press the green button on the right-hand side to eject cartridge and place this cartridge in the safe (One cartridge should be kept off site).
- Insert the replacement cartridge into the server.

**6. On Call transferring procedure (on Mondays)**

- Transferring mobile to Support Coordination on call
- Locate roster in QMS – service delivery/life skills/rosters/employee rostering on call
- On call mobile phone on computer at reception desk
- Go to settings, scroll down to call
- Use call forwarding and update mobile number by pressing the screen to remove number, then key in the new on call number and press update.

**Office Closing Procedure**

**1. Phone Diversion:**

To return to DND (do not disturb) night mode press number 2 and hold/save button (orange button).

**2. Other, complete if needed:**

- a) Turn off lights
- b) Close blinds or curtains
- c) Turn off urn
- d) Start dishwasher
- e) Check bins are out for collection, Put out Tuesday afternoon, for collection Wednesday
- f) Take mail to post office

**3. Arm the security system (if applicable), and exit the building:**

- The security system at Morwell is not currently in use.

**4. Locate the key safe, and return keys:**

- On Fence at back of building.
- Scroll the numbers until the code is 2190.
- Push the switch up.
- Remove the key, lock the building.
- Return key to the key safe, close and mix all the numbers up.