



## Implementing a Smartphone Based Incident Coordination and Control System at Six Australian Universities

During 2013 and 2014, six Australian universities have chosen to launch the SafeZone campus safety and security system for use by their students and staff across more than 30 campuses and facilities.

From the corporate perspective, SafeZone is a system for managing coordination and communication during incidents, helping to optimize incident response. For students and staff, the system provides a fast, effective way to get help from the campus response team across a wide range of situations from security escorts through first aid to critical incidents or emergencies.

Drawing on experiences from UOW, Curtin, QUT, UniSA, Deakin and RMIT universities, this presentation examines the various issues those universities sought to address by implementing SafeZone, measures the impact of the service to date and looks at its ramifications for:

- International student wellbeing;
- Domestic and International marketing;
- Equity and Diversity;
- Risk minimization;
- Occupational Health and Safety – especially of Lone Workers;
- Campus operations and Continuous Service Improvement;
- Facilities Management;
- Student Residences, and
- Student Services.

We examine the challenges of making a business case for a service that cuts across conventional university corporate structures.

We also look at the challenges of combining corporate, academic, student and external resources to promote uptake of the system, and how this might be further improved in the future.

Looking ahead, we review some of the new related technologies and ideas coming up in mobile and wearable computing, and illustrate how some of these (e.g. Google glass) can further enhance a university's ability to respond effectively to incidents on campus.

In conclusion we examine how the adoption of disruptive innovations such as

SafeZone can offer a platform for long-term efficiencies and cost-savings within campus operations and student services.