

CASH HANDLING

Counting
the risks!



In the "cashless society", it is easy to forget the risks in handling cash. Yet schools see a lot of cash - lunch money, mufti days, fetes... Under OHS legislation, the employer's duty of care extends to taking reasonable steps to minimise the chance of armed hold-up. So what can you do?

CASH HANDLING GUIDELINES

You should have procedures for managing cash in your school which include:

- Keep cash at school to a minimum
- Promote electronic payment where possible
- Place canteen register so it is out of easy reach of potential robbers
- Count money out of sight of others, and have count verified by a second person
- Where possible remove cash daily or more frequently if appropriate
- If cash is to be kept on premises use a time delay safe
- When transferring large amounts of cash, employ a security service
- Change your cash transfer routines often - routes, times, amounts, person, vehicle, etc
- Do not take cash home
- Train all staff involved in cash handling on:
 - cash handling procedures
 - emergency procedures and use of any security equipment
 - confidentiality
 - staff support during an armed hold-up
 - how to identify robbers
 - how to identify suspicious behaviour
 - how to behave during an armed hold-up



CASH HANDLING CHECKLIST

- | | | |
|---|---------------------------|--------------------------|
| Do you keep large amounts of cash on hand? | <input type="radio"/> yes | <input type="radio"/> no |
| Do you follow a set routine when transferring cash? | <input type="radio"/> yes | <input type="radio"/> no |
| Is the canteen obviously staffed by only one person? | <input type="radio"/> yes | <input type="radio"/> no |
| Is the cash register within reach of customers? | <input type="radio"/> yes | <input type="radio"/> no |
| Do posters/displays block staff view of outside? | <input type="radio"/> yes | <input type="radio"/> no |
| Is the light level much brighter inside than outside? | <input type="radio"/> yes | <input type="radio"/> no |
| Is the safe or other cash holder easy to open? | <input type="radio"/> yes | <input type="radio"/> no |
| Do you keep more cash than needed in the register, 'just in case'? | <input type="radio"/> yes | <input type="radio"/> no |
| Have you failed to establish cash handling procedures? | <input type="radio"/> yes | <input type="radio"/> no |
| Have you neglected to provide cash handling/hold-up training for staff? | <input type="radio"/> yes | <input type="radio"/> no |

The correct answer to all questions is NO. If you answered **YES** to any of these questions, you should modify your procedures.

ROBBERY RULES

What to do in an armed hold up...

- 1 Stand still - as the robber would say "keep your hands where I can see them and don't make any sudden moves". Do not investigate or chase the robber.
- 2 Follow orders - "do as I say".
- 3 Stay as calm as possible - be quiet and submissive and try and avoid direct eye contact with the robber.
- 4 Take mental notes - observe as much as you can without jeopardising your safety. Look for identifying marks - height compared to objects nearby, scars, tattoos, the way the robber speaks, etc.
- 5 Call the police as soon as it is safe to do so.



POST HOLD-UP

- Help injured or traumatised.
- Protect the scene of the crime - seal it off and prevent others from entering the scene and possibly destroying evidence.
- Ask witnesses to stay to talk to police. Encourage them to write down descriptions while they are fresh in their memory.
- Allow staff or students to contact family to advise them of the situation.
- Provide post-trauma counselling as required.
- Assist people to travel home if required.
- Inform the school community about what has happened and keep them updated.
- Encourage everyone to return to normal routines as soon as possible.
- If staff remain off work, get in touch to make sure they are receiving appropriate medical/psychological help. Suggest they come back in a temporary role if they need to.
- Help staff with workers compensation or other judicial procedures.

SPECIAL EVENTS

Cash handling at...

Fetes and fairs provide special challenges in relation to cash handling. When planning your event, do a risk assessment of the cash handling function and look for controls to minimise the risk.

Ask questions such as:

- Where will stall holders store their cash and how accessible is it?
- How often should we collect cash from stalls?
- How often should we take excess cash off the premises?
- What level of security presence do we need?
- What training should we provide to volunteers and other stall holders?

Remember, your duty of care under OHS legislation extends to all people at your workplace!

NEED HELP?

Call OHS Solutions
on (02) 9744 8245

OHS Solutions can provide:

- Training in conducting risk assessments
- Writing safe work procedures
- Training in manual handling techniques
- Task analysis of your manual handling jobs
- Writing safe work procedures



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