



# BAYSIDE PROPERTY GUARDIANS' GUARDIAN INCIDENT REPORT

## ABSTRACT

*The purpose of this document is to ensure clear legal boundaries, promote safe operational conduct, and reduce risk to clients, staff, and the Company*

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## BAYSIDE PROPERTY GUARDIANS

# GUARDIAN INCIDENT REPORT

*(Operational & Legal Record)*

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### 1. INCIDENT DETAILS

Report Number: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Time Incident Observed: \_\_\_\_\_

Property Address: \_\_\_\_\_

Guardian Name: \_\_\_\_\_

Shift Start Time: \_\_\_\_\_

Shift End Time: \_\_\_\_\_

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### 2. INCIDENT TYPE (Tick all that apply)

- Suspicious behaviour
- Intruder observed
- Property damage
- Alarm response
- Plumbing emergency
- Electrical emergency
- Hazard / safety risk

Emergency services attended

Other: \_\_\_\_\_

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### 3. INITIAL OBSERVATION (FACTUAL ONLY)

Describe what was personally seen or heard.

*(Important: Use objective language. Do NOT include opinions or assumptions.)*

Example:

“Male approx. 180cm wearing dark clothing observed near side gate at 23:14 moving east.”

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Observation:

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### 4. LOCATION & CONDITIONS

Lighting conditions:  Good  Moderate  Poor

Weather conditions: \_\_\_\_\_

Location of incident on property (front / rear / side / street):

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## 5. DESCRIPTION OF PERSON(S) OR VEHICLE (IF APPLICABLE)

Person(s):

Gender (if known): \_\_\_\_\_

Approx. age: \_\_\_\_\_

Clothing: \_\_\_\_\_

Height/build: \_\_\_\_\_

Vehicle Details (if observed):

Make/model: \_\_\_\_\_

Colour: \_\_\_\_\_

Registration (if known): \_\_\_\_\_

Direction of travel: \_\_\_\_\_

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## 6. ACTIONS TAKEN BY GUARDIAN

Tick all that apply:

- Maintained safe distance
- Did NOT engage or confront
- Contacted supervisor
- Contacted emergency services (000)

- Observed from safe location
- Updated ServiceM8 notes
- Photographs taken
- Client notified

Details of actions taken:

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## 7. EMERGENCY SERVICES / THIRD PARTIES

Police contacted?  Yes  No

Time contacted: \_\_\_\_\_

Attending officer name / badge (if known):

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Other parties contacted (trades, client, manager):

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## 8. OUTCOME

- Situation resolved
- Police attended

- Issue escalated to supervisor
- Follow-up required
- Ongoing monitoring required

Additional notes:

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## 9. PHOTO / EVIDENCE RECORD

- Photos uploaded to ServiceM8
  - CCTV reference noted
  - No evidence available
- 

## 10. GUARDIAN DECLARATION

I confirm that this report is accurate to the best of my knowledge and contains factual observations only.

I understand this document may be used in insurance, legal, or law enforcement matters.

Guardian Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## 11. SUPERVISOR REVIEW

Reviewed by: \_\_\_\_\_

Date: \_\_\_\_\_

Comments / Follow-Up Required:

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# BAYSIDE PROPERTY GUARDIANS

## NIGHT PATROL – QUICK REFERENCE CARD

*(Vehicle Guide – Keep Visible at All Times)*

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### CORE RULE: SAFETY FIRST

*You are a Guardian — not law enforcement.*

*Your role is to Observe • Report • Document • Assist.*

*Never confront, chase, or detain any person.*

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### PATROL DRIVING CHECKLIST

Before starting patrol:

- Driver licence valid
- Vehicle safe (lights, tyres, fuel)
- Phone/radio charged
- Patrol route confirmed
- Uniform and ID visible

While driving:

- Obey all road rules and speed limits
  - Drive calmly and defensively
  - No phone use while moving
  - Never pursue suspects by vehicle
- 

### DURING PROPERTY PATROLS

- Conduct visual external checks only
  - Look for open doors, damage, unusual activity
-

- Record arrival and departure times
- Take photos only when safe and appropriate
- Maintain discretion and professionalism

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## IF YOU SEE SUSPICIOUS BEHAVIOUR

- Keep a safe distance
- Do NOT engage or confront
- Observe and note details:
  - Person description
  - Vehicle details
  - Location & time
  - Direction of travel
- Notify dispatch / management
- Contact police if criminal activity suspected

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## IF YOU SEE AN INTRUDER

### DO NOT:

- X Approach**
- X Chase**
- X Enter property**
- X Attempt to stop or detain**

### INSTEAD:

- ✓ Move to a safe location
- ✓ Call 000 immediately
- ✓ Continue observing only if safe
- ✓ Record factual details for reporting

**Your role is to be a witness.**

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## HOME EMERGENCY RESPONSE

For plumbing, electrical, or household emergencies:

- Assess from a safe distance
  - Secure obvious hazards if safe
  - Notify client and dispatch
  - Coordinate approved trades if required
  - Record all actions taken
- 

## REPORTING REQUIREMENTS

After EVERY patrol or incident:

- Complete patrol log
- Record times and observations
- Upload photos or notes
- Submit incident report promptly

If it isn't documented, it didn't happen.

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## CONFIDENTIALITY

- Client details are private
  - No social media posts
  - No discussion outside authorised channels
- 

## EMERGENCY CONTACTS

Police / Ambulance / Fire: **000**

Dispatch / Supervisor: 4150-1807

After-Hours Support: 0418935281

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## REMEMBER

Presence prevents problems. Professionalism builds trust. Safety comes first.

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## NIGHT PATROL – QUICK REFERENCE CARD

*(Vehicle Guide – Keep Visible at All Times)*

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## CORE RULE: SAFETY FIRST

You are a Guardian — not law enforcement.

Your role is to Observe • Report • Document • Assist.

Never confront, chase, or detain any person.

---

## PATROL DRIVING CHECKLIST

Before starting patrol:

- Driver licence valid
- Vehicle safety check completed
- Phone charged & mounted safely
- ServiceM8 jobs assigned and visible
- Uniform & ID worn

While driving:

- Obey all road rules and speed limits
  - Drive calmly and defensively
  - No phone use unless parked safely
  - Never pursue suspects by vehicle
- 

## SERVICE OPERATIONS (ServiceM8)

All patrols and emergencies are managed through **ServiceM8**.

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Guardians must:

- Check in and out of every job via ServiceM8
- Record arrival and departure times
- Upload notes, photos, and observations
- Update job status promptly (In Progress / Complete / Escalated)
- Use ServiceM8 messaging for internal communication where possible

If it is not recorded in ServiceM8, it did not occur.

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## DURING PROPERTY PATROLS

- Conduct external visual inspections only
  - Look for open doors, damage, hazards, unusual activity
  - Follow assigned job instructions in ServiceM8
  - Maintain discretion and professionalism
- 

## IF YOU SEE SUSPICIOUS BEHAVIOUR

- 1 Keep a safe distance
  - 2 Do NOT engage or confront
  - 3 Observe and record:
    - Person description
    - Vehicle details
    - Time & location
    - Direction of travel
  - 4 Update ServiceM8 notes
  - 5 Notify dispatch / supervisor
  - 6 Call police if criminal activity suspected
- 

## IF YOU SEE AN INTRUDER

**DO NOT:**

- ✗ Approach or challenge
- ✗ Chase or follow
- ✗ Enter property
- ✗ Attempt to detain

**INSTEAD:**

- ✓ Move to a safe location
- ✓ Call 000 immediately
- ✓ Continue observing only if safe
- ✓ Record factual details in ServiceM8

Your role is to be a professional witness.

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## HOME EMERGENCY RESPONSE

For plumbing, electrical, or household emergencies:

- Assess safely from outside immediate danger
  - Follow emergency instructions in ServiceM8
  - Notify client & dispatch
  - Coordinate approved trades if required
  - Update job notes and photos
- 

## REPORTING REQUIREMENTS

After EVERY patrol or incident:

- Complete ServiceM8 job notes
- Upload photos where relevant
- Mark job status correctly

Escalate unresolved issues immediately

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## CONFIDENTIALITY

- Client and property information is private
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- No photos or details on social media
  - Discuss incidents only with authorised staff
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## EMERGENCY CONTACTS

Emergency Services: **000**

Dispatch / Supervisor: 4150-1807

After-Hours Support: 0418935281