SilentHelp Cards Procedural Guide

BUSINESS LIABILITY FAQ

WHAT IF STAFF GET IT WRONG?

SilentHelp does not require staff to assess, investigate, or determine risk. The card is a request for discreet support, not a declaration of danger.

WHAT IF SOMEONE USES IT DISHONESTLY OR INAPPROPRIATELY?

Presentation of a SilentHelp card does not imply wrongdoing by any individual or business,and does not require disciplinary or enforcement action.
SilentHelp does not confer any entitlement. Only support and choice.

ARE WE LIABLE IF SOMETHING STILL HAPPENS?

SilentHelp provides guidance only and does not remove or replace existing workplace safety, WHS, or emergency response obligations.

ARE WE COLLECTING SENSITIVE INFORMATION?

SilentHelp does not require personal information to be recorded or retained.

IS THIS A LEGAL DUTY OF CARE?

SilentHelp supports reasonable, proportionate responses consistent with existing duty of care expectations.

LEGAL AND SAFETY SUMMARY

SilentHelp is a voluntary, discretionary support tool designed to assist staff in responding calmly and appropriately when a person indicates they feel unsafe or unable to ask for help verbally.
It does not require investigation, diagnosis, enforcement action, or documentation, and does not replace emergency services, WHS obligations, or workplace procedures.

Reduces Escalation. Gives staff a script. Encourages early, calm intervention.