



**Jillian Skinner**  
Minister for Health

## **MEDIA RELEASE**

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### **ROUNDTABLE DELIVERS HOSPITAL SECURITY ACTION PLAN**

Health Minister Jillian Skinner today endorsed a 12-point action plan to improve security at all NSW public hospitals following a roundtable of health stakeholders and union representatives in Sydney.

“I am pleased health stakeholders, union representatives and management were as one voice on the need to address increasing aggression and violence in our hospitals,” Mrs Skinner said.

“The roundtable came up with a comprehensive action plan and I am very happy to endorse it.

“I am advised it was a very constructive meeting and I want to thank everyone who participated.”

As part of the action plan, NSW Health will conduct a security audit of emergency departments which will include site visits to regional and metropolitan hospitals.

A further meeting will also be sought between NSW Police and NSW Health, involving frontline hospital staff, within the next month.

#### **12 Point Action Plan:**

1. Deliver an intensive program of multi-disciplinary training of ED staff including nursing, security and medical staff in managing disturbed and aggressive behaviour and ensure each member of the multi-disciplinary team is clear about their respective roles.

2. Improve workplace health and safety across NSW Health:

- Deliver a program to engender a stronger workplace health and safety culture and ensure all staff, including junior doctors, nurse graduates and other rotating staff are adequately inculcated into the safety culture
- Ensure clinical unit and hospital managers are specifically trained to understand and give effect to their Workplace Health and Safety

obligations and ensure their local workplaces have a zero tolerance to violence

3. Undertake a detailed security audit of the following EDs:

- Bankstown Lidcombe Hospital
- Blacktown Hospital
- Blue Mountains Hospital
- Byron District Hospital
- Calvary Mater
- Cooma Hospital
- Hornsby Ku-ring-gai Hospital
- John Hunter Hospital
- Nepean Hospital
- Orange (noting co-location with Bloomfield) .
- Prince of Wales
- Royal Prince Alfred
- Royal North Shore
- Shoalhaven
- St Vincent's Hospital Sydney
- Tweed Heads Hospital
- Wagga Wagga Rural Referral Hospital
- Wellington Hospital
- Wollongong Hospital
- Wyong Hospital

The audit will cover compliance with policy and mandatory training requirements, adequacy of ED design in managing aggressive patients, adequacy of security staff numbers, hospital liaison with local police on incident response to acts of physical aggression in EDs, and handover by police of physically aggressive individuals requiring treatment.

The audit will recommend any strengthening of policies and procedures needed for EDs, in particular to adequately respond to behaviours of individuals, affected by alcohol or drugs, including psycho stimulants such as "ice", presenting at EDs.

4. Establish a working group to recommend strategies to increase the professionalisation of NSW Health security staff and how best to integrate their roles in a multidisciplinary response to patient aggression.

5. Partner with TAFE to train existing security staff in a security course purpose designed for the health environment.

6. Sponsor the recruitment of a new intake of trainees to qualify as security staff through the health specific course and recruit and train further staff following consideration of the results of the security audit.

7. Establish a Reference Group of expert clinicians to develop specific patient management and treatment pathways, including disposition and transport options, for patients presenting to EDs under the influence of psycho-stimulants such as "ice", both for immediate management and longer term referral and treatment.

8. Immediately examine availability of Mental Health and Drug & Alcohol resources including the use of telehealth options for rural and regional areas for patients presenting to EDs under the influence of psycho-stimulants such as "ice", both for immediate management and longer term referral and treatment.

9. Work with NSW Police to ensure arrangements adequately and consistently cover liaison, firearms safety, handover and incident response involving aggressive individuals presenting at public hospitals including pursuing prosecution of offenders.

10. Examine whether legislative changes are required:

- to make clear that a victim's status as a health worker, which is already an aggravating factor when sentencing an offender convicted of assault, covers hospital security staff.
- to provide adequate legal protection to security staff who act in good faith and under the direction of health professionals, who require assistance in order to render lawful medical treatment or care of patient.

11. Identify the circumstances in which security staff are able to exercise power to remove from public hospital premises individuals who are not patients and who are acting aggressively or who are otherwise causing disruption.

12. Improve incident management reporting systems to ensure they are user friendly, well utilised and provide transparent management and feedback loops to staff making the reports.