

## FY23/24 Staff Safety Campaign

### Social Media Moderation Guide for Key Stakeholders and SCE Social Media Team

Theme/Topics of Comment	Suggested Response
<p><b>Lines of enquiry:</b></p> <ul style="list-style-type: none"> <li>- Requests for more information</li> <li>- What else is being done</li> <li>- General queries about patient safety</li> <li>- Prevalence of issue</li> </ul>	<p>Thanks [insert name] for your question.</p> <p>The safety of our healthcare workers, the people they care for and their visitors is our highest priority.</p> <p>Each year, hundreds of thousands of people are cared for across the NSW public healthcare system and NSW Health is committed to continuously improving the safety of its facilities.</p>
<p><b>Lines of enquiry:</b></p> <ul style="list-style-type: none"> <li>- Questions regarding specific safety measures</li> <li>- Other ways we protect staff</li> </ul>	<p>Thanks [insert name] for your question.</p> <p>Every NSW Health facility across the state works to make sure they have the right measures in place for the safety of all. This can include having security staff available, CCTV cameras and duress alarms for staff who work in higher risk settings.</p> <p>Over the festive season, we are reminding the community that our healthcare staff are working hard to deliver the best possible care. It's important that both patients and staff are treated with kindness and respect – abuse or aggression is never okay.</p>
<p><b>Lines of enquiry:</b></p> <ul style="list-style-type: none"> <li>- How to raise questions about experience</li> </ul>	<p>Thanks [insert name] for your question. Seeking and receiving care when you are unwell or injured can be stressful.</p> <p>NSW healthcare staff are working hard to deliver the best possible care for you and your loved ones. It's important that both patients and staff are treated with kindness and respect – abuse or aggression is never okay.</p>
<p><b>Lines of enquiry:</b></p> <ul style="list-style-type: none"> <li>- What happens when there is an incident?</li> <li>- What do/can staff do?</li> </ul>	<p>Thanks [insert name] for your question.</p> <p>Ensuring our healthcare workers are safe as they perform their duties is vital. When people are abusive or aggressive, there are steps that NSW Health staff must follow to keep everyone safe.</p>
<p><b>Lines of enquiry:</b></p> <ul style="list-style-type: none"> <li>- Question about pay/salary of staff</li> </ul>	<p>Thanks [insert name] for your question. NSW Health employees are paid according to their respective Awards.</p> <p>Awards are made by the NSW Industrial Relations Commission. They ensure fair and reasonable conditions of employment and remuneration for the work performed.</p>
<p><b>Lines of enquiry:</b></p> <ul style="list-style-type: none"> <li>- Questions specific to certain clinical settings/groups (e.g.</li> </ul>	<p>Thanks [insert name] for your question.</p> <p>NSW Health understands that patients present with a range of illnesses and injuries and are committed to providing the highest</p>

<p>people with mental health conditions, dementia/neurological conditions) and how they behave.</p>	<p>quality of care to these patients while continuing to ensure the safety of healthcare workers.</p> <p>Our community messages regarding staff safety are to remind people who may knowingly display abuse or aggression towards NSW healthcare workers, that it is not okay to do so. The safety of staff, patients and visitors in NSW hospitals is paramount.</p>
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