

MENTAL HEALTH SERVICE BUSINESS RULE SESLHDBR/085

Name	Safety Guidelines for Recovery and Wellbeing College, SafeHaven and KBIM Premises, Unit 2, 15 Kensington Street Kogarah		
What it is	<p>The Recovery and Wellbeing College, SafeHaven and KBIM Premises is a safe space where all people are treated with respect, fairness and dignity.</p> <p>This business rule provides instructions for staff, contractors and volunteers to minimise the risk of an aggressive or violent incident occurring, and how to respond to such an incident if it occurs, when working on the premises Unit 2, 15 Kensington Street Kogarah</p>		
Risk Rating	Medium	Review Date	January 2028
What it is not	This is not a rule for staff when working in other mental health venues.		
Who it applies to	<p>All staff, contractors and volunteers of the South Eastern Sydney Local Health District Mental Health Service, in particular Recovery and Wellbeing College, Keeping Body in Mind (KBIM) and SafeHaven Programs. All students of the Recovery and Wellbeing College should abide by the Student Rights and Responsibilities located in the Recovery and Wellbeing College Student Handbook document.</p> <p>All visitors to SafeHaven must agree to, and comply with, the SafeHaven Guest Rights and Responsibilities document.</p>		
What to do	<p>In order to minimise the possibility of an aggressive or violent incident from occurring, the following rules which are set out in SESLHDBR/42 Support of South Eastern Sydney Recovery and Wellbeing College (SESRWC) Students Experiencing Distress, are to be followed by staff at all times:</p> <ul style="list-style-type: none"> • The front door of the premises is to be locked at all times. • The intercom system is to be used to communicate with people requesting entry. • Entry to the premises is not provided unless the person can show identification, including staff of SESLHD. • Recovery and Wellbeing College students, SafeHaven 		

guests and KBIM consumers requesting entry will be asked to wait until the appropriate staff member has arrived at the premises.

In the event that an aggressive incident does occur, or is imminent, the following instructions should be followed:

- If a staff member is exposed to a situation with the potential for an incident that is considered threatening or likely to cause physical or emotional harm, the person will be asked to leave the premises and de-escalation initiated. In some instances, where there is a breach of rights and responsibilities that is not causing immediate danger to guests/students or staff, (such as loud, disruptive behaviour), staff members are to speak with the student/guest within a safe space. A warning system can be put into place where the guest or student is advised of the breach and given opportunity to work out ways to adhere to responsibilities. If the behaviour continues, or is repeated at another date, guests/students may be asked to leave and not attend the premises for a period of time.
- If the person refuses to leave the premises the duress alarm is to be activated. The staff member will endeavour to de-escalate the situation for the safety of themselves and others present. The room where the duress has been activated can be identified via viewing the TV Security monitors located in the staff area and in Reception
- If a staff member is exposed to a violent or aggressive behaviour the duress alarm is to be activated and emergency services called on 000, noting that you will need to dial an additional zero to obtain an outside line.
- Once the duress alarm is sounded, all staff in the building will convene in the reception area and remain in the area until there is no longer a risk.
- The most senior staff member present will identify the risk including the location, continue to de-escalate the situation and implement a suitable strategy depending on the nature of the incident. Options may include:
 - If the person is displaying aggression, including indecent, threatening or offensive behaviour or language, the person will be asked to leave the premises, using suitable de-escalation techniques.
 - If there is the potential for aggressive behaviour, any students, guests or consumers should be removed from the immediate danger.
 - Staff present at the event should be debriefed.
 - The Recovery and Wellbeing College and SafeHaven Manager should be informed and a report in ims+ completed.

When to use it	In the event there is the potential for verbal or physical aggressive behaviour.
Why the rule is necessary	To provide specific guidelines that ensure the safety of staff, contractors, volunteers, visitors (including those attending SafeHaven), students and guests attending the premises.
Who is responsible	All employees
Functional Group(s)	Mental Health
NSW Health/ SESLHD reference	PD2015_001 Preventing and Managing Violence in the NSW Health Workplace – A Zero Tolerance Approach SESLHDBR/42 Support of South Eastern Sydney Recovery and Wellbeing College (SESRWC) Students Experiencing Distress SESLHDBR/095 Clinical Escalation Processes of SafeHaven Guests Student Rights and Responsibilities SafeHaven Guest Rights and Responsibilities SESLHD Disaster and Emergency Management (internal reference)
Executive Sponsor	General Manager, Mental Health Service
Author	Recovery and Wellbeing College and SafeHaven Manager

Version and Approval History

Date	Version Number	Author and approval notes
June 2017	Draft	Developed by SESLHD MHS Recovery College Manager.
August 2017	Draft	Emergency and security contacts confirmed by author. District MHS Policy Officer updated the reference list. Endorsed by DDCCC.
November 2017	0	Processed by Executive Services prior to publishing.
September 2020	v1.0	Routine review commenced Reviewed by Ben Chidester, A/Manager Recovery & Wellbeing College and Arna Rathgen, SafeHaven Project Lead
November 2021	v1.1	DDCC review – minor feedback to wording only. Endorsed out-of-session. Progressed to Clinical Council for endorsement. Endorsed SESLHD Clinical Council Approved by Executive Sponsor.
September 2022	v2.0	Revised to reflect new address. Executive Sponsor details updated. Author details updated. Approved by Executive Sponsor.
November 2024	2.1	Additional content added to <i>In the event that an aggressive incident does occur</i> Links checked and updated. No other changes identified.
16 January 2025	2.1	Endorsed for publication by Executive Sponsor.