

The following actions are being progressed following the NSW Health ED Security Audit Report.

- Following receipt of the audit/self-assessment site reports Districts submitted to the Ministry remedial action plans identifying how full compliance with NSW Health policy standards would be achieved. Progress against the actions will be reported to the Ministry on an on-going basis.
- To ensure progress continues to be made in achieving these remedial actions, and that all the areas of non-compliance are actively being resolved, the has engaged additional expertise to review, assess and monitor progress on District remedial action plans.
- The Ministry will establish a program on on-going audits of emergency departments to ensure compliance has been achieved and is continuing. This will include reviewing the quality of the risk assessments undertaken and the status of the controls or actions to be taken arising from these risk assessments.
- Funding has been allocated to ensure all emergency departments have remote locking installed on the main public access entry to the emergency department. This will ensure that in the event of a developing incident where access needs to be 'locked down', this can be done from a safe location.
- Funding has been allocated for a package of priority capital projects, with an overall estimated value of \$11.3M for emergency department sites based on a risk assessment from the results of the audit/self-assessments. The proposed works include improving access controls to ensure separation of staff and public areas, upgrade and installation of CCTV cameras where existing systems do not comply with standards, and remedial building works where required.
- An estimated \$5 million is being spent to upgrade personal duress alarm systems for staff working in EDs.
- The 2016-17 Budget included \$2.5 million for extra security staff, with 30 new security staff commenced.
- A 3 day training program focussing on working in the Health environment is being rolled out to all security staff across NSW. To date, 310 security staff have attended. 50 further dates in 2017 have been set to ensure all security staff are able to attend.
- The Ministry of Health is working closely with NSW Police to finalise an updated Memorandum of Understanding, which will clearly set out roles and responsibilities for responding to individuals with aggressive and challenging behaviours, to ensure they are understood.
- Amendments to the Health Services Act commenced on 28 September 2016 to provide for protection of personal liability for staff of NSW Health who assist, in good faith, a registered health practitioner in providing treatment under the Guardianship Act or Children and Young Persons (Care and Protection) Act
- A multidisciplinary training course specifically designed for staff working in EDs, including security staff, to manage aggressive patients was piloted at three hospitals in August 2016 and will be rolled out to all Local Health Districts in the coming months.
- A review of NSW Health security related policies will commence, including the security manual *Protecting People and Property*. The reviews will include:
  - The development and inclusion of a range of resources aimed at ensuring comprehensive risk assessments are undertaken by Districts, including those used to determine security staffing.
  - The development of an online program to be completed by staff that sets out the role and responsibilities of security staff and covers the key security standards.