



S.A.F.E.

Safe Aggression Free Environments

Presented by

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# Background

- Issues surrounding aggression
- Eastern Health employed a Project Officer to review and advise on Aggression & Violence and recommendations were:
  - To offer modular based training
  - To include generic modules
  - To offer Departmental/Program/Location specific modules
  - To offer times and dates to suit  
Departments/Programs/Locations/Shifts
- To employ a full time SAFE Coordinator

# SAFE Coordinator's Role

- Provision of adequate training for all staff exposed to violence
- Design, delivery, monitoring and updating of all training materials
- Investigation of all incident reports relating to violence
- Reporting of all incidents/investigations to the relevant campus forum
- Benchmark training against external organisations

# SAFE Coordinator's Role

- Give advice to the relevant campus forums
- Participate in the orientation and provision of information for the induction of new staff
- Participate in education, training and other development programs
- Promote a SAFE Environment
- Provide direct assistance to supervisors and managers to identify, assess and control aggressive incidents

# Generic Modules

- Creating a Non-Violent Culture
- Aggression and The Law
- Communication and Fundamental De-Escalation Skills
- Conflict Resolution
- Utilising Communication Skills to Resolve Conflict
- Bullying and Harassment
- Breaks and Escapes
- Group Restraint

# Additional Modules

- Aggression and Aged Care
- Dealing with Aggression in the Community
- Child and Adolescent Aggression
- Communication for Mental Health (various levels)

# Module Content

- Creating a Non-Violent Culture
  - Clarifies what violence is and why it occurs.
  - Includes risk assessment and options regarding follow-up after a violent incident
- Aggression and The Law
  - Provides information on legislation and common law implications of violence
  - Defines ‘Duty of Care’ and Negligence
  - Details the more common offences and clarifies “lawful intervention”.

# Module Content

- Communication & Fundamental De-Escalation Skills
  - Provides information on communicating effectively with an aggressive person
  - Includes defusing and negotiation
- Conflict Resolution
  - Describes how we react to conflict and how to go about resolving conflict

# Module Content

- Utilising Communication Skills to Resolve Conflict
  - Provides role play exercises to give participants the opportunity to put into practice the skills learnt in Modules 3 & 4
- Bullying and Harassment
  - Defines the meaning of bullying and harassment, how they might manifest themselves and how to go about dealing with the issues.

# Module Content

- Breaks and Escapes
  - Physical demonstration and practice of self defence techniques
- Group Restraint
  - Physical demonstration and practice of restraining an aggressive person as part of a team.

# Commitment

- Eastern Health Policies and Procedures
  - SAFE Training Policy
  - Culture of Non-Violence Policy
  - Management of Aggression Policy
  - Reporting Assault to the Police Policy
  - Unacceptable Behaviour Procedure

# Role Out

- “High Risk” Areas
  - Emergency Departments
  - Mental Health
  - Community Health
  - Aged Care
- Non “high risk” Areas
- Individual Needs/Groups/Departments

# Issues

- Demand
- Venues
- Attendance
- Group Dynamics
- Resources
- Tailoring
- Extras

# Going Forward

- Role Out
- Refresher
- Additional Resources
- Alternative Delivery Methods
- Evaluation
- Incident Reporting
- Code Grey Reporting