

Worksafe Seminar

Prevention of Violence in the Workplace
Hospital, Police, MAS Liaison Meetings

AUSTIN HEALTH - NUM ED Janice Brown

VIC POLICE - Sgt Greg Matthews

MAS – Fiona Cartmel

AUSTIN HEALTH – CAT Mgr Barry Walls

Why?

- **Incidence and severity of assault increasing over time**
- **Misunderstanding of roles and responsibilities**
- **Problems with communications**
- **Information and data to identify foreseeability and preventability compartmentalised**
- **Quality of service provision compromised**
- **Need to apply OHS methodology to aggression**
 - **identify hazards**
 - **assess risk**
 - **put in place management and control measures**
- **Meeting OHS obligations is the priority obligation for employers and service providers.**

Janice Brown – Austin Health

- **Meetings commenced 23 August 2002**
- **Quarterly**
- **MAS joined May 05**
- **Suggested by VIC Police Superintendent in Charge of Region**
- **Following incident in ED**

Janice Brown – Austin Health

Issues Identified

- **Shared working clientele**
- **Hospital not always the best place to provide client service**
- **Lack of knowledge of each others work systems and procedures**
- **Poor knowledge of responsibility for client service arrangements**
- **Sometimes dump and run**
- **Frustration and stress factors**

Sgt Greg Matthews - VICTORIA POLICE

Benefits of Meetings

- Achieved an understanding of roles and limitations
- Shared working information on clientele
- Improved communications MAS, CAT and Hospital
- Improved client service arrangements by including home or Police Station
- At Hospital stay until client is settled.
- Reduced frustration and stress factors

Fiona Cartmel - MAS

Benefits of Meetings

- **Achieved an understanding of roles and limitations**
- **Shared working information on clientele**
- **Improved communications with MAS, CAT and Hospital**
- **Achieved better client service arrangements**
- **Ongoing work with CAT to improve service delivery and appropriate channelling of clients.**

Fiona Cartmel - MAS

Benefits of Meetings

- **Wider benefits for community as emergency ambulances resources are appropriately deployed**
- **Acknowledgement of differing needs of clients >> right response for each client matched to service provided.**
- **Reduced frustration and stress for both paramedics and clients as patient care is streamlined**

Barry Walls – Austin Health

Benefits of Meetings

- Exchange of personnel
- Correct servicing of clients – not always in hospital
- Better streaming of clients to correct service provider
- Quicker assessments

Barry Walls – Austin Health

Benefits of Meetings

- .all parties having an open and frank discussion about issues and the ability to problem solve and propose decisions
- Identify any systemic issues that need immediate action
- They build a workforce that accepts change and is flexible
- Is a forum where related services have an opportunity to be invited and speak to senior staff who are able to consider opportunities

Benefits

- Better integrated response to incidents
- Improved service delivery
- More efficient use of public resources
- Better understanding of different service provider roles
- Better understanding of different service resources and limitations

Benefits

- Through shared intelligence a safer work environment
- Improved ability to respond to future challenges in a cooperative manner
- Improved relationships
- A venue for relationship maintenance