



Our ref: T23/37663

Mr Nicholas Haughain
Email: Nicholas.Haughain@hsu.asn.au

Dear Mr Haughain,

Further to your feedback, the local policy in reference (SGH BR 540 Business Rule: Close Observation of Clients in the Emergency Department, St George Hospital) has been rescinded due to any possible contradictions with the NSW Health Policy and Standards for Security 'Protecting People & Property'

Further, the St George Hospital has an Organisational procedure/business rule which supports the 'Protecting People & Property' policy across the facility, not limited to the Emergency Department.

We are continuing to review compliance with the 'Protecting People & Property' policy. We also continue to maintain compliance with interrelated sources such as the Mental Health Act. This is an ongoing process of identifying opportunities to educate the relevant staff on the implications of governing terminology, and pre-existing, and continuously evolving services.

I am advised that the Security Officers are aware of the standards contained in the 'Protecting People & Property' policy. They are not expected to contravene the standards. The purpose and scope of the policy provides that 'these rights must be balanced to ensure the safety of everyone is the priority'. The Emergency Department can be a challenging environment and Security Officers play a critical role in supporting the care of vulnerable and high risk patients. All team members must openly collaborate, share their knowledge, share their concerns and follow reasonable direction to support a safe workplace and patient care.

Should there be any unresolved concerns please outline these by email to my office at SESLHD-STG-ExecutiveCorrespondence@health.nsw.gov.au.

Yours sincerely

Angela Karooz
General Manager, St George Hospital

Date: 8 June 2023