



Canberra Health Services Procedure Community Duress Device

Contents

Contents	1
Purpose	2
Alerts	2
Scope	2
Section 1 – Responsibilities and Governance	3
Section 2 – Training	5
Section 3 – Consent Process for use of a Community Duress Device	5
Section 4 – Operational use of the Community Duress Device.....	6
Section 5 – Community Duress Device Activation and Types of Alerts.....	8
Section 6 – Testing of Community Duress Device.....	12
Section 7 – Lost, Stolen, or Damaged Community Duress Device	12
Section 8 – Privacy and Security of Data	13
Section 9 – Staff Incident Reporting	14
Section 10 – Key Support and Contact Information.....	14
Evaluation.....	14
Related Policies, Procedures, Guidelines and Legislation	15
Definition of Terms.....	16
Search Terms.....	17
Attachments.....	17

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	1 of 17

Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register



Purpose

The purpose of this procedure is to detail the responsibilities and requirements relating to the use of community duress devices (CDD) by Canberra Health Services (CHS) staff.

[Back to Table of Contents](#)

Alerts

The use of a listening device is prohibited under the *Listening Devices Act 1992* unless consent has been provided. Any device which can listen to and/or record a conversation is considered a 'Listening device' under the *Listening Devices Act 1992*. **This includes the CDD referred to in this procedure.** For further details on consent and the *Listening Devices Act 1992* refer to *Section 3 – Consent Process for use of a Community Duress Device*.

The user of the CDD must complete the required training prior to wearing, using, and potentially activating the CDD and remain aware of the requirements of this procedure. For further details on training requirements refer to *Section 2 – Training*.

[Back to Table of Contents](#)

Scope

This procedure applies to all CHS staff who engage with consumers and members of the public in the course of their duties and require the use of a CDD to ensure their safety in the following settings:

- Non-CHS owned or operated locations – e.g. community based settings including but not limited to consumer homes, schools, public spaces (including other ACT Government facilities not operated by CHS), private business facilities, and non-government organisation facilities.
- CHS owned and operated settings where staff may not have the ability to raise the alarm with standard CHS duress technology - e.g. calling a Code Black, or be assisted with fixed and portable duress technology such as in hospital settings, transferring a consumer between services at the Canberra Hospital, between CHS campuses, or away from a CHS setting including escorting approved leave for consumers.

[Back to Table of Contents](#)

Doc Number	Version	Issued	Review Date	Area Responsible	Page
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	2 of 17

Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register



Section 1 – Responsibilities and Governance

CHS Staff who provide services in community settings experience increased risk of occupational violence and potential harm. This is mainly due to their isolation and limitations in raising alarm and seeking assistance when under threat (i.e. compared to the support readily available at CHS sites such as fixed/portable duress and Code Black response teams).

Under the *Work Health and Safety Act 2011* (ACT), all reasonably practicable steps must be taken to protect workers through the elimination or minimisation of Work Health Safety (WHS) risks.

A reasonably practicable step to minimise risk of serious harm to CHS staff working in isolation is to provide the ability to discreetly and rapidly raise alarm, and have a response provided in the event of a personal threat.

The CDD provided to CHS staff is the SafeTcard ID Series supplied and monitored by the third-party vendor SafeTcard Australia Pty Ltd (SafeTcard).

Responsibilities

Executive Director

The Executive Director has overall responsibility for ensuring that:

- staff complete mandatory training in the use of CDD
- escalation pathways and contact information are in place and current for duress response
- any potential breaches of consent or privacy are appropriately investigated.

Responsible Manager

The Responsible Manager is to ensure that:

- all staff requiring CDD have CDDs available to them
- staff complete training as outlined in *Section 3 – Training*, and are provided adequate time to complete the required training prior to wearing the CDD
- contact details for the *Designated Contact* remain current and any changes to contact details are communicated to the WHS team
- use of a CDD is embedded into the workflow and procedures of the unit or service
- appropriate storage and charging facilities are available for the CDD
- testing of CDD occurs as specified in this procedure to ensure the integrity and functionality of the CDD
- any potential breaches of consent or privacy are appropriately investigated as per ACT Government privacy policies and procedures

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	3 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



Designated Contact

The designated contact is the work unit contact provided to the Alarm Response Centre (ARC). The ARC will inform the designated contact in the event a CDD is activated by a staff member in their work area. Following being notified of CDD activation the designated contact is to ensure that:

- Appropriate response and support is provided to ensure the safety of the staff member
- Next of kin are contacted where it cannot be confirmed that the staff member is safe or where it is confirmed that the staff member has been injured (also refer to the factsheet *Manager response for occupational violence (OV) related staff incident/injury*)
- Ensuring that the staff member completes a staff incident report in Riskman reporting the activation of the CDD for investigation and action according to CHS WHS procedure.

Staff Member (allocated a Community Duress Device)

The Staff Member using the CDD under the requirements of this procedure is to ensure that they:

- remain familiar with and follow all requirements under this procedure
- complete required training prior to wearing the CDD
- wear the CDD at all times when working in isolation, and comply with identified storage and charging processes
- check consent is provided prior to delivery of health service with a CDD
- report any potential breaches of privacy to their Manager
- report any identified issues with the CDD such as damage, failed testing, or loss of CDD to their Manager

Work Health Safety

Work Health Safety (WHS) team is responsible for supporting the local work areas to effectively implement the CDD including:

- procurement of CDDs and distribution to work areas
- ensuring availability of training to staff on Capabiliti
- liaising between work areas allocated CDDs and the third-party vendor e.g. troubleshooting CDD faults, and organising replacement for lost, stolen, or damaged CDDs (at cost to the local area)
- communicating storage and charging station requirements to the local work area.

Security

Security are available as an alternative point of contact for the ARC in the event a Designated Contact and/or After-Hours Contact is unable to be contacted by the ARC (e.g. contacts are unreachable). If contacted by the ARC, Security are responsible for:

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	4 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



- as necessary based on risk, escalating relevant concerns to Management and/or Executive of the staff member involved according to the escalation pathway
- providing/arranging assistance to the staff member as best as possible with relevant resources available
- maintaining liaison as necessary with the staff member’s Management/Executive to provide updates and support.

[Back to Table of Contents](#)

Section 2 –Training

Training for use of Community Duress Devices

Training for staff to use the SafeTcard is available on Capabiliti and titled *CHS Community Duress Device (SafeTcard) eLearning*. Staff must complete the provided training prior to wearing, using and activating the CDD while providing healthcare services as specified in this procedure.

Note: During the training the staff member will activate the CDD and are required to contact the ARC to inform them that a training alarm will be activated. Follow the instructions in the eLearning to contact the ARC, and to activate the CDD.

[Back to Table of Contents](#)

Section 3 – Consent Process for use of a Community Duress Device

Consent

The use of a listening device is prohibited under the *Listening Devices Act 1992* unless consent has been provided. Any device which can listen to and/or record a conversation is considered a ‘Listening device’ under the *Listening Devices Act 1992*. **This includes the CDD referred to in this procedure.** To support staff safety and enable the use of the CDD all reasonable efforts are to be made to gain informed consent from consumers.

To enable legal use of CDD consent must be obtained from the consumer or their carer by one of the below methods.

1. Home Visit Pre-Assessment

- The *Home Visit Pre-Assessment* is a clinical form available from the Clinical Forms Register which identifies potential WHS risk factors including occupational violence
- A component of the *Home Visit Pre-Assessment* informs consumers that CHS staff will have a CDD on their person which can record conversation if activated. The consumer is

Doc Number	Version	Issued	Review Date	Area Responsible	Page
<xxxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	5 of 17



then requested to provide consent for the CDD to be used in the event the staff member feels their safety is at risk

- In order to enable the activation of CDD it must be confirmed that consent has been provided by the consumer on the *Home Visit Pre-Assessment* prior to staff activating the CDD as allowed under this procedure

2. **Verbal consent**

- Where the *Home Visit Pre-Assessment* is not able to be utilised such as the consumer is uncontactable prior to home visit, staff member is entering a school where prior consent from each student is not practicable, or for any other reason, then staff must attempt to obtain verbal consent from the consumer or their carer at the first reasonable opportunity to enable the activation of CDD by staff if under threat
- To gain this consent the staff member is to ask the following question:
“*During the assessment/treatment/home visit if I feel my safety is at risk I may activate a duress device which can record conversation for the purpose of seeking assistance. Do you consent to this?*”
- If the consumer approves verbal consent the staff member must document the consent on the *Home Visit Pre-Assessment* clinical form
- If there is no opportunity to obtain informed consent or the consumer declines to consent to the use of the CDD, staff must use a risk-based approach to determine whether to:
 - proceed with the service activity without wearing the CDD
 - proceed with the service activity wearing the CDD
 - modify or cease the service activity (see below)
- Potential modifications to the service include:
 - additional staff member presence during interactions
 - interactions to occur at a CHS facility e.g. outpatient clinic, Health Hub, other on campus arrangement
 - service delivered during certain hours only (e.g. no night-time appointments).

[Back to Table of Contents](#)

Section 4 – Operational use of the Community Duress Device

Storage and Charging of the Device

- Storage and charging of the CDD is to meet the requirements of the manufacturer as outlined in the product manual. The product manual is provided to the work area on issuing of the CDD and a copy of the product manual may be requested from WHS as required

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	6 of 17

Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register



Allocation of CDD to approved staff

- A CDD is to be allocated to all staff exposed to occupational violence risks as identified in this procedure

Check out of CDD

- A CDD that is allocated must be worn by staff who are exposed to occupational violence risks as identified in the scope of this procedure
- On collection of a CDD the CHS staff member is to confirm the CDD has adequate battery life, is operational by turning the CDD on, check for obvious signs of damage (e.g. cracked screen), and confirm a mobile network connection

Wearing the CDD

- The CDD is to be worn in a location where it is easily accessed in the event of a personal threat e.g. attached by a lanyard to staff member’s hip or an alternative location so that the activation of the CDD is practical and prompt
- When a staff member is not wearing the CDD (e.g. when driving a car between consumer homes) it should be stored in a location where it will not likely be subject to excess wear and tear e.g. inappropriate storage includes resting on the vehicle dashboard where the CDD may be exposed to direct sunlight or otherwise subject to damage when the vehicle is in motion

Checking Consent Prior to Consumer Visits

- Prior to consumer visits the CHS staff member is to check for evidence of consent to use the CDD. Consent for use of a CDD is documented on the *Home Visit Pre-Assessment* clinical form. See *Section 3 – Consent Process for use of a Community Duress Device* for further information on the consent process
- If a consumer *has* provided consent, then the CDD can only be activated as specified under this procedure
- If a consumer *has not* provided consent then the CDD is not able to be activated while attending to the consumer.

Where a consumer has not granted consent to use CDD, staff must use a risk-based approach to determine appropriate risk control measures in respect of the visit. Refer to *Section 3 – Consent Process for use of a Community Duress Device* for further information.

On Leaving a Consumer Home or Facility

On completion of visit to consumer home or community facility ensure infection control practices are followed by cleaning the CDD with a sanitising wipe.

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	7 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



Return to CHS Facility

On return to the CHS facility where the CDD is usually stored, the CHS staff member is to ensure that:

- the CDD is stored in the allocated area and charging when not in use
- any issues with the CDD such as damage or failure to charge are to be escalated to the *Responsible Manager* at the earliest opportunity and to WHS on 512 49410 or CHS.WorkHealthSafety@act.gov.au.

If the CDD is for whatever reason taken to a location outside of work duties (e.g. staff member has inadvertently taken the CDD home at end of shift) then the staff member is to:

- alert the *Responsible Manager* at the earliest opportunity
- turn the CDD off to prevent inadvertent activation in a non-work-related setting
- arrange return of the CDD to the work area as soon as practical

[Back to Table of Contents](#)

Section 5 – Community Duress Device Activation and Types of Alerts

When a CDD may be Activated

A CDD can be legally activated in the event a CHS staff member:

- feels their safety is under threat, and
- prior consent has been obtained for the use of a *Listening Device* as outlined in *Section 3 – Consent Process for use of a Community Duress Device*.

Activation of the Community Duress Device

- The CDDs used at CHS are supplied and monitored by SafeTcard. SafeTcard use an Alarm Receiving Centre (ARC) as a 24/7 monitoring centre, where operators are always on duty to monitor and respond to duress alerts
- On activation of a duress the CDD immediately transmits the Global Navigation Satellite System (GNSS) location of the device and calls the 24/7 ARC
- The ARC operator can listen to what is happening within the vicinity of the CDD, but the user will not be able to hear the ARC operator. The operator can see on their screen any information associated with the CDD (i.e. user details, employer details, escalations contacts, operator instructions, etc.)
- The ARC operator uses the audio to assess and triage the situation (i.e. signs of distress, aggression, violence, etc.), and coordinates an appropriate response including dispatching emergency services if required.

Doc Number	Version	Issued	Review Date	Area Responsible	Page
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	8 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



Note: The CDD does not continually record or relay audio recording to the ARC, nor continually relay the CDDs GNSS location to the ARC or in anyway to CHS. The audio recording and GNSS location are only provided to the ARC on activation of the CDD as outlined in this section.

Types of Alerts

Red Alert

- A *Red Alert* immediately transmits live audio and CDD GNSS location to the ARC. If a *Yellow Alert* has previously been activated, then this will also be transmitted to the ARC on activation of a *Red Alert*
- A *Red Alert* is activated by pressing and holding the *Red Alert* button on the CDD until 1 vibration is felt (see attachment 1). 'SOS' will be on the CDD's display screen
- To deactivate a *Red Alert*, press and hold the *Red Alert* button until you feel 1 vibration. 'SOS cancelled' will be on the CDD's display screen. A *Red Alert* may also be activated by pulling the magnetic pin (rip alert) at one of the lanyard connection points on the CDD (see attachment 1). On activation of the rip alert the CDD will vibrate once to indicate an Alert has been activated. 'SOS' will be on the CDD's display screen
- To deactivate a rip alert, reinsert the magnetic pin to its usual location. 'SOS cancelled' will be on the CDD's display screen.

Falls Alert

- The 'man-down' functionality of the SafeTcard ID Series is based on the detection of a sudden drop or fall. If a sudden drop or fall is detected, then the ARC will be alerted by the CDD as per the *Red Alert* activation. The CDD will beep once and 'MDOWN' will be on the CDD's display screen to indicate a *Falls Alert* has been activated. In the event of a *Falls Alert*, 2-way audio is enabled, and the ARC will be able to communicate directly with the user and coordinate a response if required
- The *Falls Alert* is *not* activated on sensing a tilt for a defined period
- To deactivate a *Falls Alert*, press and hold the *Red Alert* button until you feel 1 vibration, and 'MDOWN cancelled' will be on the CDD's display screen.

Yellow Alert

- A *Yellow Alert* is a voice recording made by the user prior to entering an area where GNSS positioning may be unreliable or insufficient to locate the user (e.g. an indoor location, or a higher-density residential area such as a multi-storey building).
In this situation staff must activate a *Yellow Alert* and provide relevant information to be transmitted in the event of duress activation
- The voice recording is dated and timestamped on the ARC software and is only accessed by the ARC operator(s) when a *Red Alert* is activated

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	9 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



- To activate a *Yellow Alert*, press and hold the *Yellow Alert* button on the CDD until you hear 1 beep (see attachment 1), then scroll through the menu options and select to 'Voice Record'. When the light clears, the recording is completed.

Business Hours Activation of the Community Duress Device

Activation of the CDD opens an audio channel and transmits the CDD's GNSS location to the ARC. The ARC will assess the audio and triage to arrange an appropriate response as per the following categories where CDD is activated:

1. Potential immediate risk – Incident involves immediate risk to staff safety and requires an urgent response as determined by ARC. The ARC will organise dispatch of emergency services to provide an immediate response. The ARC will then inform the *Designated Contact* of the nature and response to the duress activation
2. Unconfirmed risk – ARC unable to determine level of threat or otherwise. ARC will triage the event and seek further information to enable assessment. *Designated Contact* will be contacted to provide updates
3. Potential threat now resolved - Incident identified as no ongoing threat or resolved incident e.g.:
 - CDD activated in caution – no threat eventuated as determined by ARC
 - CDD activated – threat was apparent but resolved and no further threat as determined by ARC

The ARC will notify the *Designated Contact* of CDD activation, however no response will be actioned by the ARC. The ARC will continue monitoring the audio until contact is made to the user by the *Designated Contact* and escalate a response if required

4. Confirmed False Alarm - Incident identified as a false alarm by the ARC. The ARC will inform the relevant *Designated Contact* for the CDD that a false alarm activation has occurred. The *Designated Contact* is to then inform the relevant CDD user of the false alarm activation for action as soon as practicable.

After Hours Activation of the Community Duress Device

Activation of the CDD opens an audio channel and transmits the CDD's GNSS location to the ARC. The ARC will assess the audio and triage to arrange an appropriate response as per the following categories:

1. Potential immediate risk – Incident involves immediate risk to staff safety and requires an urgent response as determined by ARC. The ARC will organise dispatch of emergency services to provide an immediate response. The ARC will then inform the *Designated Contact* of the nature and response to the duress activation
2. Unconfirmed risk – ARC unable to determine level of threat or otherwise. ARC will triage the event and seek further information to enable assessment. *Designated Contact* will be contacted to provide updates
3. Potential threat now resolved - Incident identified as no ongoing threat or resolved incident e.g.:

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	10 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



- CDD activated in caution – no threat eventuated as determined by ARC
- CDD activated – threat was apparent but resolved and no further threat as determined by ARC

The ARC will notify the *Designated Contact* of CDD activation, however no response will be actioned by the ARC. The ARC will continue monitoring the audio until contact is made to the user by the *Designated Contact* and escalate a response if required

4. Confirmed False Alarm - Incident identified as a false alarm by the ARC. The ARC will inform the relevant *Designated Contact* for the CDD that a false alarm activation has occurred. The *Designated Contact* is to then inform the relevant CDD user of the false alarm activation for action as soon as practicable.
- In the event of activation outside of usual business hours the ARC will follow the same process in triaging the alarm as occurs within business hours (repeated above)
 - Outside of usual business hours the work area may not have a local supervisor available as a contact person (e.g. allied health manager, nursing manager, or supervisor)
 - In such circumstances an after-hours contact will be arranged by the work area in collaboration with the designated after-hours contact
 - The after-hours contact will perform the duties of the *Designated Contact* as outlined in the **Responsibilities** section above, and handover any ongoing or outstanding actions to the local work area as appropriate.

Note: Change of *Designated Contact* details such as change in role or phone number, are to be communicated to the WHS team at CHS.WorkHealthSafety@act.gov.au

Accidental Activation

In the event of accidental activation of the CDD, or on first becoming aware of accidental activation of the CDD (e.g. on receiving communication from the ARC), the staff member with the CDD is to:

- immediately deactivate the Alert by holding the Alert activation button until a vibration is felt, and the relevant alert 'cancelled' is on the display screen
- inform the *Responsible Manager* of the accidental activation
- lodge a Staff Incident Report in the RiskMan Incident Reporting system to record the accidental activation of the CDD.

The *Responsible Manager* is to review reports of accidental activation for potential trends and implement controls to reduce accidental Alert activation where appropriate (e.g. wearing the CDD in a different way, increased staff awareness of methods of activation, etc.).

[Back to Table of Contents](#)

Doc Number	Version	Issued	Review Date	Area Responsible	Page
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	11 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



Section 6 – Testing of Community Duress Device

- The Responsible Manager is to ensure that testing of all CDDs occurs at least monthly
- For information on CDD testing refer to the product manual. The product manual is provided to the work area on issuing of the CDD and a copy of the product manual may also be requested from WHS as required
- The Responsible Manager is to ensure testing of the CDD is incorporated into the workflow of the unit

[Back to Table of Contents](#)

Section 7 – Lost, Stolen, or Damaged Community Duress Device

In the event a CDD is not functioning appropriately or is determined to be lost: the staff member is to notify their Manager.

Once notified the Manager is to contact WHS as soon as possible to arrange a replacement. WHS can be contacted on 512 49410 or CHS.WorkHealthSafety@act.gov.au

The Manager is to ensure that the staff member lodges a staff incident report on Riskman detailing the loss of the CDD and the circumstances in which the CDD was lost.

Replacement of the CDD if required will be at the cost of the work area concerned.

Responsible Managers are to ensure there are appropriate arrangements within the work unit to minimise risk of CDDs being lost, stolen or damaged by:

- arranging appropriate secure storage when not in use/charging
- arranging a check-out/check-in process for staff using the CDD
- ensuring availability of the provided protective case and arrange replacement if required

Staff Members are to minimise the risk of CDDs being lost, stolen or damaged by:

- using appropriate secure storage when CDD is not in use/charging
- following a check-out/check-in process when using/returning the CDD
- using the provided protective case and report any wear and tear issues
- minimising CDD exposure to sun and/or water

[Back to Table of Contents](#)

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	12 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



Section 8 – Privacy and Security of Data

Privacy

The only purpose of the CDD is to enable staff to raise an alarm in the event their safety is threatened as outline in *Section 5 – Community Duress Device Activation and Types of Alerts*. At no time should a CDD be used to:

- record conversation with an individual or group where there is no immediate threat to safety
- record conversation for the purpose of record keeping or obtaining evidence outside of the requirements of this procedure
- determine an individual’s whereabouts unless there is reasonable concern for that person’s safety e.g. a Manager requesting GNSS data to determine a staff members movements during work

Any potential breaches of privacy are to be reported by the staff member as soon as they become aware of the breach to their Manager. The Manager is to investigate the potential breach of privacy as per ACT Government privacy policies and procedures.

Security

Recordings obtained through intentional and unintentional activation of a CDD will be stored in accordance with relevant legislation:

- *Privacy Act 1988*
- *Information Privacy Act 2014*

Note: Audio captured from CDD use (intentional or unintentional) do not form part of the patient’s clinical record, or part of the staff member’s personnel file. Any recordings are maintained strictly for confidentiality by the provider SafeTcard.

Retention and retrieval of recordings by a 3rd party alarm system monitoring centre is to comply with the requirements of a Grade A1 facility as per the Australian Standard for *Intruder alarm systems - Monitoring centres (AS 2201.2)*.

Requests to access recordings stored and maintained by the ARC are to be directed to WHS on 512 49410, or email CHS.WorkHealthSafety@act.gov.au

[Back to Table of Contents](#)

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	13 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



Section 9 – Staff Incident Reporting

Staff incident reporting

In the event of activation of a CDD whether intentional or not, a Staff Incident Report on the RiskMan Incident Reporting System is to be completed.

Refer to [Staff Incident Reporting](#) intranet page for resources and factsheets for completing a Staff Incident Report.

Reports from SafeTcard

SafeTcard will provide regular reports on activation of CDDs to CHS Work Health Safety (WHS). Report data will be disseminated to the CHS Peak WHS Committee by the WHS team. For requests to access to reports or summarised data contact WHS on 512 49410, or email CHS.WorkHealthSafety@act.gov.au.

[Back to Table of Contents](#)

Section 10 – Key Support and Contact Information

Key Support and Contact information

WHS

Phone: 512 49410

Email: CHS.WorkHealthSafety@act.gov.au

SafeTcard

Phone: (07) 4037 4800

Security Operations

Phone: 512 45145

[Back to Table of Contents](#)

Evaluation

Outcome

- Staff are familiar with and follow all requirements in this procedure
- Staff are allocated and have access to a CDD as specified under this procedure
- Staff are trained in use of the CDD
- Consumer consent is documented for the use of the CDD

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	14 of 17



- CDD is only used when prior consent is provided by the consumer
- Use of the CDD is incorporated into workflow of community based CHS staff when working off-site of a CHS facility.

Measures

- Staff Incident Reports are reviewed for number of reports where staff did not have access to a CDD
- Review of compliance with mandatory staff training in Capabiliti

[Back to Table of Contents](#)

Related Policies, Procedures, Guidelines and Legislation

Strategies

- ACT Government Managing Occupational Violence Strategy 2019-2022
- ACT Government Work Health, Safety and Public Wellbeing Strategy 2019-2022
- CHS Work Health Safety Strategy 2018 – 2022
- CHS Occupational Violence Strategy 2020-2022

Frameworks

- ACT Government Respect, Equity and Diversity Framework

Policies

- ACT Government Managing Occupational Violence
- CHS Work Health and Safety Policy
- CHS Incident Management
- CHS Protective Security
- CHS Restraint of a Person – Adults Only
- CHS Risk Management
- CHS Essential Education
- CHS Family Violence
- CHS Security Services – Use of Force

Procedures

- CHS Incident Management
- CHS Alerts Management
- CHS Protective Security (Personnel Security)
- CHS Risk Management
- CHS Use of Force by ACT Health Security Officers
- CHS Security Standard
- CHS Work Health and Safety Management System (WHSMS)

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	15 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



- CHS Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS), Multi-agency Response Guide
- CHS Identification, Mitigation and Management of Aggression and Violence for MHJHADS
- CHS Identifying and Responding to Family Violence
- CHS Security Services – Use of Force

Guidelines

- CHS Psychological Support for Staff – A Managers Guide
- CHS Managers Consultation Guideline
- ACT Health Challenging Behaviour Guideline for ACT Health Services
- ACT Health Isolated or Remote Worker Guideline for ACT Health Services

Legislation

- *Crimes Act 1900 (ACT)*
- *Discrimination Act 1991 (ACT)*
- *Human Rights Act 2004 (ACT)*
- *Mental Health Act 2015 (ACT)*
- *Personal Violence Act 2016 (ACT)*
- *Victims of Crime Act 1994 (ACT)*
- *Work Health & Safety Act 2011 (ACT)*
- *Work Health and Safety Regulations 2011 (ACT)*
- *Crimes (Health Directorate) Authorisation 2018 (No.1)*
- *Public Sector Management Act 1994*
- *Healthcare Charter of Rights*

[Back to Table of Contents](#)

Definition of Terms

Alarm Receiving Centre (ARC) – 24/7 alarm monitoring centre which receives, triages, and organises response to alarms from the Community Duress Device. For clarity, the ARC is operated by a third-party vendor (SafeTcard) and is not responsible for Fixed or Portable Duress response on the Canberra Hospital and University of Canberra Hospital campuses, or Community Health Centres

Community Duress Device (CDD) – device used to raise a duress alarm in a community setting

Designated Contact – the contact provided by the work unit or service area to the ARC to act as a first point of contact for the ARC in the event of a CDD activation. The Designated Contact may be updated in the event of service changes, organisation restructuring, etc.

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	16 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					



Global Navigation Satellite System (GNSS) - a group of synchronized satellites working in concert (collectively called constellations) used for Position Navigation and Time (PNT) solutions on a global basis

Listening Device – any instrument, apparatus, equipment, or device capable of being used to listen to or to record a private conversation but does not include a hearing aid. The SafeTcard CDD is a listening device per this definition

Responsible Manager – the responsible manager is the manager of staff who deliver services in the community

SafeTcard Australia Pty Ltd – third party vendor supplying the CDD and providing a 24/7 monitoring and response service for CDD activation

Staff Member - any CHS staff member who has been allocated a CDD for use as part of delivering health services

[Back to Table of Contents](#)

Search Terms

Community, Community Duress, Community Duress Device, CDD, Duress, Duress Device, Home, Home Visit, Listening Device, Lone Worker, SafeTcard

[Back to Table of Contents](#)

Attachments

Attachment 1 - SafeTcard Personal Duress Alarm Flyer

Disclaimer: *This document has been developed by Canberra Health Services specifically for its own use. Use of this document and any reliance on the information contained therein by any third party is at his or her own risk and Canberra Health Services assumes no responsibility whatsoever.*

Policy Team ONLY to complete the following:

<i>Date Amended</i>	<i>Section Amended</i>	<i>Divisional Approval</i>	<i>Final Approval</i>

This document supersedes the following:

<i>Document Number</i>	<i>Document Name</i>

<i>Doc Number</i>	<i>Version</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
<xxxxx/xxx>	X	<XX/XX/XXXX>	<XX/XX/XXXX>	XXXX	17 of 17
Do not refer to a paper based copy of this policy document. The most current version can be found on the CHS Policy Register					