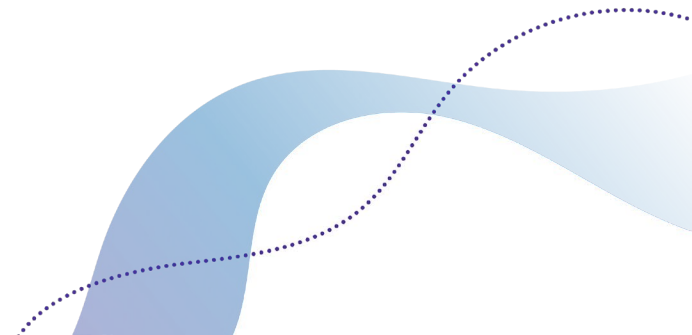# SafeZone Community Personal Duress System

Town Hall
13 April 2023
Integrated Care

Under the stewardship of Mary Aikenhead Ministries

Acknowledgement

We acknowledge the Gadigal people of the Eora nation, the traditional custodians of the lands on which we are meeting today. We acknowledge that they have occupied and cared for these lands over countless generations, and we celebrate their continuing contribution to the life of these regions

Key Messages

- Our community staff asked for a personal duress system to keep them safe - the SafeZone Community Personal Duress System ensures SVHS maintains both staff safety and services to the community.

- Implementation of SafeZone is consistent with SVHS policies and procedures

- Significant training materials are available from SharePoint including community duress policy and procedures, FAQs, and SafeZone user guide.

- A staff member must complete training and upload evidence to MyHealthLearning prior to being given access to SafeZone

Background

- In a hospital deep dive performed by PwC, it was noted that current systems to assess for, manage and mitigate risk of occupational violence and aggression (OVA) are done inconsistently and there are deficits in the current infrastructure to monitor the location safety.

The SVHS Working Safely in the Community Procedure has been developed which notes:

- The safety & wellbeing of workers is a priority and working in the community can only proceed once a safe system of work is determined

- The use of a community personal duress system is recommended

SafeZone, enables 24/7 rapid and targeted response to personal threat emergency situations that SVHS staff may encounter while working in the community.

Impacts

- All Integrated Care staff working in the community will be required to use SafeZone when caring for clients outside of the hospital campus

- SafeZone should <u>not</u> be used when working on the hospital campus, and does not replace any existing duress systems at SVHS or Riskman

- Staff will be issued with V.alrt Buttons to be used when attending to clients in the community, as well as the SafeZone app on their work issued mobile phone

- Managers are required to contact their staff if they raise an alert to conduct a welfare check as soon as is reasonably practical.

- Staff must complete essential SafeZone training and education sessions prior to commencing use of the community personal duress system. Online training resources are available via the SHVS Sharepoint including a form to register the training completed. This form should be uploaded to MyHealthLearning

Frequently Asked Questions

Is it compulsory to use the personal duress system?

Yes. The use of the personal duress system is recommended under the SVHS Working Safely in Community policy/procedure
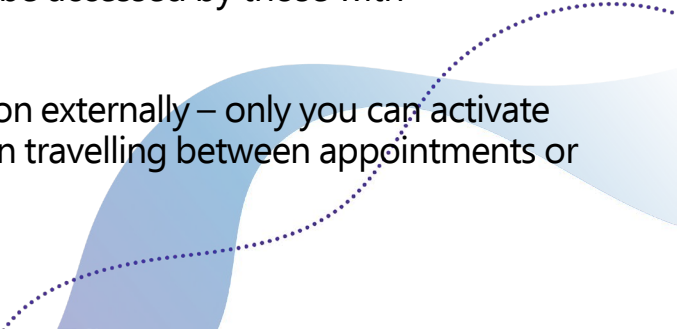
How does SafeZone use my location?

SafeZone uses smart device positioning services to provide the Response Team at SVHS switchboard with your geo-location when you raise an alert or check in. Location services must be enabled for you to do this. SafeZone does not share a user's location until they raise an alert or use the check-in or check-in timer features. Sharing the geo-location is disabled once the response to your alert is completed, or you check out.

Your geo-location, check-in notes and identifying information is shared with the response team at SVHS switchboard when you check-in on SafeZone, or raise an alert. The data retained from the use of the SafeZone is for the exclusive use of Emergency Response Management only.

Can the SafeZone system be used to track staff?

There is no ability for SafeZone to track staff, however a user must share the exact address of their client visit (in free text) for check-in purposes. Only when a user check's in or an alert is triggered by the user does the device share the geo-location for the duration of the alert. Check-in data will only be accessed by those with permissions in case of alerts or emergency situations.

It is not possible for another person to activate the tracking/location function externally – only you can activate this by raising an alert or call, or by checking-in. Your physical location when travelling between appointments or at other times is not able to be tracked.

Frequently Asked Questions (cont.)

What happens with no/low connectivity?

Any alerting system of any type will need some form of communication method to work. SafeZone uses as many fallbacks as possible on a mobile device. For an alert button pressed:

1. Alert sent through wifi
2. If no wifi, send through data networks
3. If no wifi or data, it will attempt to resend for 10 seconds then try via SMS
4. If no SMS network, if will offer a phone call
5. If no call service with your provider, if offers 000 call

The other option, which requires no network at point of raising an alert is the check-in timer. For this, a network connection just needs to be in place to enable the check-in (i.e. just before commencement of the appointment). As long as the timer is counting down, the alert will be sent if the user does not cancel it – this is regardless of network or even the phone being switched on.

How accurate is the geo-location?

Geo-location can be impacted by Wi-Fi strength and buildings/infrastructure. As safe-guards, a number of protocols are built into the procedures:

- Record your exact location in SafeZone before going into your appointment, along with any other details that may be relevant in the check-in timer feature
- Check the accuracy of your geolocation in diagnostics. You can record this in check in notes.
- After you raise an alert – the Response team will phone you to gather details. If it is safe to do so, answer the phone.
- The Response Team will have access to your notes, geolocation, coordinates and nearby addresses to provide to 000
- After you raise an alert, your manager has a responsibility to contact you as soon as practicable to check on your safety. If they cannot contact you, they will contact 000 providing information on the client you are attending to, risk assessment and other pertinent available information
- Community visit risk assessments should consider black spots and ways to ensure reasonable steps are taken to maintain communication eg, setting the check-in timer and managers following up with staff visiting clients in known black spots.
- If you come across a wifi black spot, please advise your Manager who can let the SafeZone administrator know and changes can be made in the system to give users an alert when entering these spots.

Frequently Asked Questions (cont.)

How is my privacy protected?

All information provided by users of SafeZone is held in a high security data centre. All data transmissions are encrypted. The handling of any personal data (including location) provided by users is in accordance with and subject to the provisions of the Privacy and Personal Information Protection Act 1998 (NSW), Health Records and Information Privacy Act 2002 (NSW) and the Privacy Act 1988 (Cth). Personal information will not be transferred or stored outside Australia or to any third parties without SVHS' prior written consent.

Disaster Recovery

CriticalArc (vendor) maintains a 99.9% uptime average. In the rare case of an outage, the SafeZone BAU owner will notify users through email. Recovery Time Objective (duration of time it should take to restore all applications and systems after an outage) is 1 hour.

What training is available?

SafeZone user training is available via the Community Worker Safety Sharepoint page. Training is recorded in HETI.
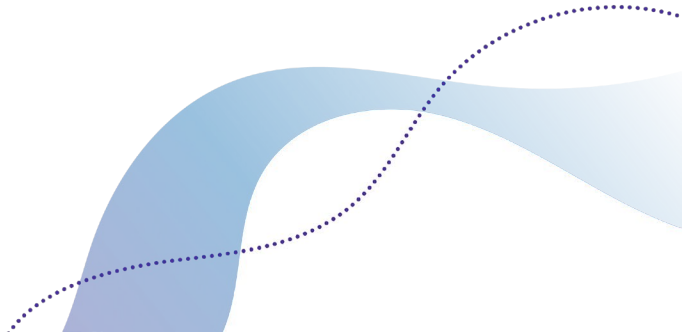
How do I get access?

Community workers can get access to the SafeZone system via their managers. SafeZone access and V.alrt buttons are granted after training has been provided. Staff will not be able to access SafeZone unless they are registered for the system, via their manager.

Where is further information available?

All information related to the SafeZone community personal duress system is available via Community Worker Safety (sharepoint.com)

Next Steps

- Consultation period will run for 1 week

- Final preparations will continue throughout April

- Pending feedback, implementation will commence end of April / early May 2023.

Support and Feedback

We understand that this is a change, and we appreciate your support as we implement a personal duress system to keep our community workers safe.

Consultation feedback should be sent to:

SVHNS-IntegratedCare@svha.org.au

If you have any concerns or questions, please direct them to:

Aimee Divorty: aimee.divorty@svha.org.au

Q & A