

HNELHD Proposes Changes to SWP for Ground and Gate Security

Dear Member,

The HSU has received correspondence from HNELHD regarding proposed changes to the current Safe Work Practice for members performing duties on the entry gate and within the grounds of the Morisset Hospital. It is not clear yet when these changes are proposed to occur. At the moment the current Safe Work Practice states members are not to exit the security vehicle under any circumstance. The one major change is that if a member feels safe to do so in certain situations, they can choose to exit the vehicle to perform their duties – e.g. guiding or turning away visitors or tourists who are not authorised to access the site.

The correspondence is attached for members' attention. Also attached is a risk assessment. The HSU is seeking urgent feedback from members, outlining any and all concerns regarding this proposal. Please contact Organisers Matt Ramsay (Morisset Hospital Sub-Branch) via email matthew.ramsay@hsu.asn.au or Michael Kearns (John Hunter Security Officers Sub-Branch) via email michael.kearns@hsu.asn.au.

The HSU strongly encourages members to speak with colleagues who are not currently members and urge them to join the HSU regarding this matter. Our ability to negotiate with management and effect meaningful change is directly linked to our strength in numbers. New members can join by visiting www.hsu.asn.au/join, calling 1300 478 679, or speaking to their local HSU Organiser.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

Department/Unit/Facility: **Mental Health Services/Security/Morriset Hospital Campus**

SAFE WORK PRACTICE (SWP)

Date Written: 11 January 2019

Date for Review: January 2022

Job/Work Supervisor: Security Operations Manager

PPE Required: Wet Weather Gear, Reflective Vest, Disposable Gloves, Safety Glasses, Hat.

Tools/Equipment: Two way Radio, Mobile Phone, Notebook and Pen, Keys, HNELHD Staff Identification

Certificates/Qualifications/Experience: Current NSW 1A Security Licence, Current First Aid Certificate, Current NSW Drivers Licence.

SWP Review Coordinator: Security Operations Manager.

Definitions: Boom Gate: Located on Silky Oak Drive.

Important Links [JSA Template](#) [SWP & JSA Guidelines](#)

Risks	Controls

Job/Work Activity: Controlling Access to Morisset Hospital Campus on Silky Oak Drive	SWP No.:
STEPS TO CARRY OUT THE JOB / ACTIVITY	KEY POINTS

Job/Work Activity: Controlling Access to Morisset Hospital Campus on Silky Oak Drive	SWP No.:
<p>requirements” section of this SWP are with the Security Officer.</p> <p>1.5 Contact the Nurse Manager to inform that you are commencing duty.</p> <p>1.6 Proceed to the gate on Silky Oak Drive and park the security vehicle in a safe position on the side of the road, nearest the gate.</p> <p>2.0 Controlling Access</p> <p>2.1 Check for oncoming traffic in both directions allowing staff to enter and exit the site as required.</p> <p>2.2 All visitors <u>without proper reason for entering the facility and/</u> tourists are to be redirected away from the gate and stopped from entering the site.</p> <p>For communication purposes, the security officer if required is to approach the gate to offer assistance if needed.</p> <p>The PA system in the Security Vehicle may also be utilised to assist with communication.</p> <p>In the event of built up traffic the gate can be opened to enable vehicles to turn around.</p> <p>If a vehicle continues onto the campus without</p>	<p>Do not <u>conduct the patrol proceed</u> until all communication equipment is checked and in working order.</p> <p>The Security Vehicle is to be positioned on the Morisset Hospital side of the gate.</p> <p>At any time during this operation if suspicious, concerning or aggressive behaviour is observed, the security officer is not to approach the situation. They are to report back to the Nurse Manager and await instructions. The security officer is to remain in the security vehicle and Observe and report only at this stage.</p> <p><u>The Security Officer should only leave the vehicle when they consider it safe to do so and must return to the vehicle if suspicious, concerning or aggressive behaviour is observed.</u></p> <p><u>If there is an imminent risk of harm to the Security Officer they are to leave the area in the security vehicle and proceed to Willaroo or other location where staff are present and report the matter to the Nurse Manager and await instructions.</u></p>

Job/Work Activity: Controlling Access to Morisset Hospital Campus on Silky Oak Drive	SWP No.:
<p>leaving, the ground security officer is to be contacted during weekends and public holidays or the Nurse Manager Monday to Friday and informed of the Vehicle's make and Registration number and the direction it was headed. The security officer is to remain at the gate at all times.</p> <p>2.3 The Security Officer is to identify and report all Hazards to the Nurse Manager for action and debrief as appropriate.</p> <p><u>3.0 Completion of shift.</u></p> <p>3.1 Monday to Friday - Return the Security Vehicle and Security Equipment to Kestrel and complete the Sign on register.</p> <p>Weekends and Public Holidays - Return the Security Vehicle and Security Equipment to Willaroo.</p> <p>3.2 Report all Hazards to the Nurse Manager for action and debrief as appropriate.</p> <p>3.3 Complete all Security Incident reports as required.</p>	<p>SWP No.:</p> <p>Reflective Vest to be worn at all times.</p> <p><u>The Security Officer is to periodically report back to Kestrel Surveillance via Radio for a welfare check.</u></p> <p><u>If the gate requires to be left open in an Emergency/Disaster situation and/or malfunction, the Security Officer is to remain at the gate and notify the Nurse Manager and Security Manager and await instructions.</u></p> <p>The Security Officer is to remain respectful and courteous in all dealings with the public.</p> <p>The Security Officer is to display their HNELHD staff ID and Security Licence at all times.</p> <p>Malfunctions:</p> <p>If there is a power failure the gate can be opened manually by inserting the key and turning it and allowing the key arm to drop down. The gate can then be pushed open by slowly pushing it back along the rail. Once open re engage the clutch by closing the arm, locking and removing the key. Once power is restored the gate can be put back into operation by using the keypad or remote button 2.</p>

Job/Work Activity: Controlling Access to Morisset Hospital Campus on Silky Oak Drive	SWP No.:
	Security Officers are not to exceed the campus speed limit under any circumstances.

Risk Assessment Number Use this number as a reference for all documentation relation to this assessment. Each identified risk to be given a new number.	Risk Assessment ID No		<h2 style="margin: 0;">WHS Risk Assessment Form</h2>	 
	Overall Risk Rating			
	Overall Residual Risk Rating			

Risk Assessment

Department/Unit/Facility: Mental Health Service/Security/Morriset					
Assessment of: Attendance of Security Officer at Silky Oak Drive gate					Date of assessment: 16 January 2019
Assessment completed by (name & position):					
WHS Problem identified through:	<input type="checkbox"/> Consultation with workers		<input type="checkbox"/> Direct Observation		<input type="checkbox"/> Plant Identification Checklist
	<input type="checkbox"/> Hazard Inspection Process		<input checked="" type="checkbox"/> Changes to work practices		<input type="checkbox"/> Chernalert Risk Assessment
	<input type="checkbox"/> As a result of accident/incident/near miss		<input type="checkbox"/> Other (specify)		<input type="checkbox"/> Manual Handling Risk Assessment Checklist
Hazardous Manual Task guide: Have injuries been associated with this task? <input type="checkbox"/> Yes <input type="checkbox"/> No Do workers report pain with this task? <input type="checkbox"/> Yes <input type="checkbox"/> No (refer to Manual Handling checklist) How many people do this task? Number: How often is this task done? per Category appearing to be main problem: <input type="checkbox"/> Posture/ movements <input type="checkbox"/> Load/ force <input type="checkbox"/> Duration/ frequency <input type="checkbox"/> Management/ environment					
Form submitted to: <input type="checkbox"/> Manager/ Supervisor <input type="checkbox"/> HSR / Health & Safety Committee / WHS Coordinator			Notification on IIMS <input type="checkbox"/> Yes IIMS number _____ <input type="checkbox"/> No		
Hazard	Identified/ Potential Risk factors	Consequence	Likelihood	Risk Rating	Control Measures (short/ long term)
Security Officer denying access to site to other than staff and authorized visitors	Potential for aggressive response/physical assault of Security Officer from persons denied access to site	Moderate	Rare	0	At any time during this operation if suspicious, concerning or aggressive behaviour is observed, the security officer is not to approach the situation. They are to report back to the Nurse Manager and await instructions. The security officer is to remain in the security vehicle and Observe and report

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					<p>only at this stage.</p> <p>The Security Officer should only leave the vehicle when they consider it safe to do so and must return to the vehicle if suspicious, concerning or aggressive behaviour is observed.</p> <p>If there is an imminent risk of harm to the Security Officer they are to leave the area in the security vehicle and proceed to Willaroo or other location where staff are present and report the matter to the Nurse Manager and await instructions.</p>
Security Officer denying access to site to other than staff and authorized visitors	Verbal abuse of Security Officer from persons denied access to site	Minimal	Likely	T	At any time during this operation if suspicious, concerning or aggressive behaviour is observed, the security officer is not to approach the situation. They are to report back to the Nurse Manager and await instructions. The security officer is to remain in the security vehicle and Observe and report only at this stage.

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	Overall Risk Rating			
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				<p>The Security Officer should only leave the vehicle when they consider it safe to do so and must return to the vehicle if suspicious, concerning or aggressive behaviour is observed.</p> <p>If there is an imminent risk of harm to the Security Officer they are to leave the area in the security vehicle and proceed to Willaroo or other location where staff are present and report the matter to the Nurse Manager and await instructions.</p>
<p>Security Officer denying access to site to other than staff and authorized visitors</p>	<p>Security Officer assaulted or threatened with assault with weapon from denying persons access to site.</p>	<p>Moderate</p>	<p>Rare</p>	<p>At any time during this operation if suspicious, concerning or aggressive behaviour is observed, the security officer is not to approach the situation. They are to report back to the Nurse Manager and await instructions. The security officer is to remain in the security vehicle and Observe and report only at this stage.</p> <p>The Security Officer should only leave the vehicle when they</p>

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					<p>consider it safe to do so and must return to the vehicle if suspicious, concerning or aggressive behaviour is observed.</p> <p>If there is an imminent risk of harm to the Security Officer they are to leave the area in the security vehicle and proceed to Willaroo or other location where staff are present and report the matter to the Nurse Manager and await instructions.</p>
Security Officer working alone	No monitoring of Security Officer's welfare	Moderate	Likely	T	The Security Officer is to periodically report back to Kestrel Surveillance for the purpose of a welfare check.

Risk Assessment Continued....

Hazard	Identified/ Potential Risk factors	Consequence	Likelihood	Risk Rating	Control Measures (short/ long term)
Faulty Equipment Radio and/or Mobile Phone	No communication. Flat Battery/Nil Reception	Moderate	Rare	0	<p>Do not proceed until all communication equipment is checked and in working order.</p> <p>Perform a radio and mobile phone check with Kestrel Surveillance to ensure all equipment is in working order.</p>

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	Overall Risk Rating			
	Overall Residual Risk Rating			

Vehicles tailgating through gate	Unauthorized Entry/Trespass	Moderate	Likely	T	If a vehicle continues onto the campus without leaving, the ground security officer is to be contacted during weekends and public holidays or the Nurse Manager Monday to Friday and informed of the Vehicle's make and Registration number and the direction it was headed. The security officer is to remain at the gate.
Inclement Weather	Extreme Weather Conditions Hot/Wet/cold conditions.	Minimal	Likely	T	Depending on weather conditions, Wet Weather Gear, Reflective Vest, Safety Glasses and Hat are to be worn.
The gate requires to be left open in an Emergency/Disaster situation and/or malfunction.	Unauthorized Entry/Trespass	Moderate	Rare	0	The Security Officer is to remain at the gate and notify the Nurse Manager and Security Manager and await instructions.

Any other comments:

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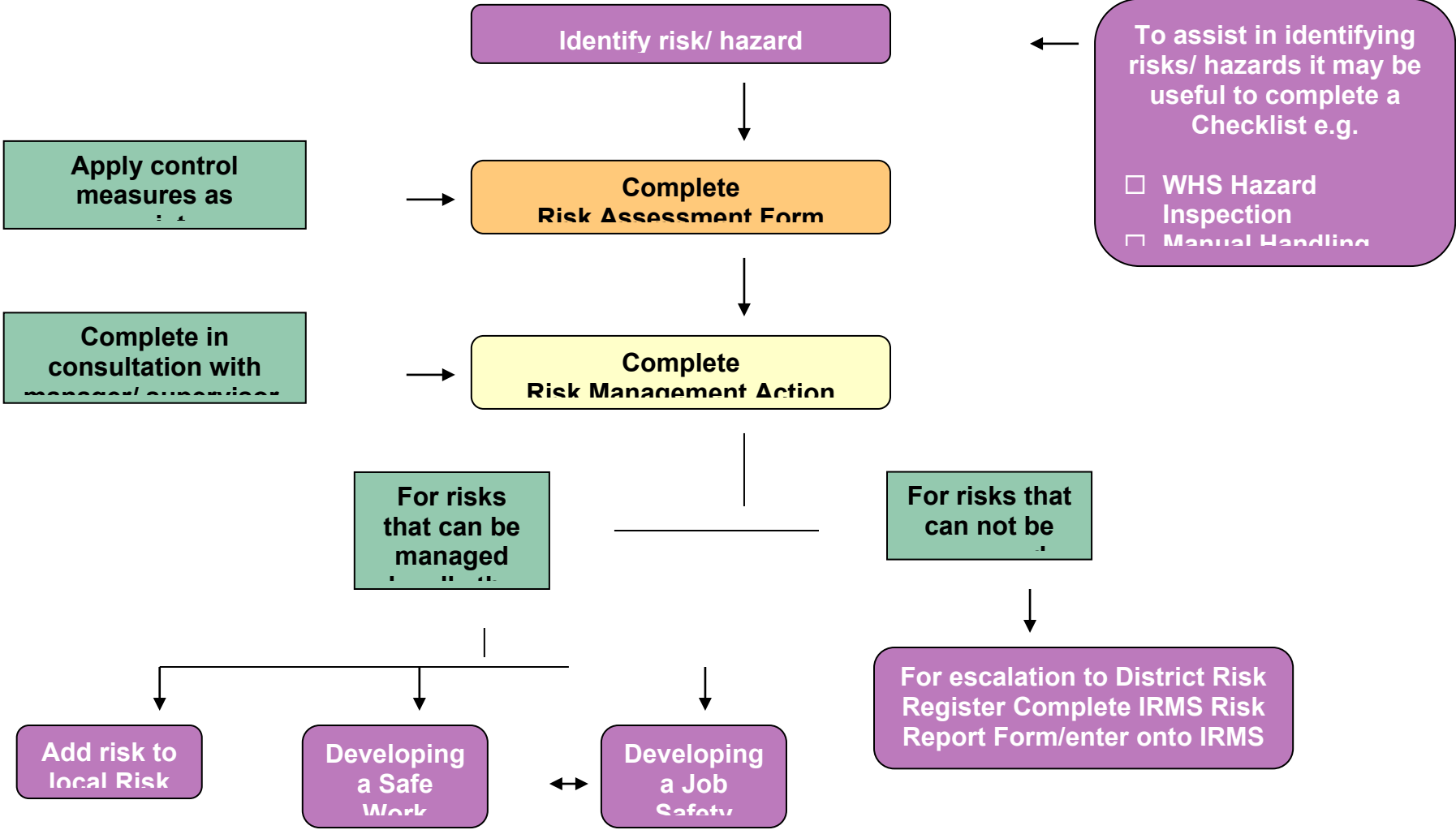
Action Control Plan

Initials of people present at Action Planning Meeting:	HIERARCHY OF CONTROL (as per Code of Practice Managing Workplace Risks)						
	Level 1 (most effective) Eliminate the hazard	Level 2			Level 3 (Least effective)		
		<ul style="list-style-type: none"> Substitute the hazard with something safer Isolate the hazard from people Reduce the risks through engineering controls 			<ul style="list-style-type: none"> Reduce the exposure to the hazard using administrative actions Use personal protective equipment 		
Risk/Hazard number	Control measures/ Actions (short/ long term)	Date Risk Assessed	Current Risk rating	Person responsible	Agreed date for Resolution	Date controls Implemented	Residual Risk Rating
Trial YES / NO Details: <hr style="border-top: 1px dashed black;"/>							

NSW Health Risk Matrix

		CONSEQUENCE EXAMPLES					
		Catastrophic	Major	Moderate	Minor	Minimal	
Risk rating	Action required	Clinical Care & Patient Safety	Unexpected multiple patient deaths unrelated to the natural course of the illness.	Unexpected patient death or permanent loss/reduction of bodily function unrelated to the natural course of the illness.	Unexpected temporary reduction of patient's bodily function unrelated to the natural course of the illness which differs from the expected outcome.	Patient's care level has increased unrelated to the natural course of the illness.	First Aid provided to patient unrelated to the natural course of the illness.
Red = Extreme (A - E)	Escalate to CE or Head of Health Service and Director-General A detailed action plan must be implemented to reduce risk rating with at least monthly monitoring and reporting.	Health of the Population	An increase in the prevalence of known conditions contributing to chronic diseases across the state-wide population health KPI categories currently measured by NSW Health and/or an increase of more than 10% in one or more category.	Failure to materially reduce the prevalence of known conditions contributing to chronic disease across the majority of the state-wide population health KPI categories measured by NSW Health and/or an increase of more than 5% up to 10% in one or more category.	Failure to materially reduce the prevalence of more than one of the known conditions contributing to chronic disease from the state-wide population KPI categories measured by NSW Health and/or an increase of more than 2% and up to 5% in one or more category.	Failure to reduce the prevalence of one of the known conditions contributing to chronic disease from the state-wide population health KPI categories measured by NSW Health or an increase of up to 2% in one or more category.	A preventative Health program has not demonstrably met planned objectives but the prevalence of known condition is continuing to decrease in line with KPI targets.
		Workforce	Unplanned cessation of a critical state-wide program or service or multiple programs and services.	Unplanned cessation of a service or program availability within a Health Service with possible flow on to other locations.	Unplanned restrictions to services and programs in multiple locations or a whole hospital or community service.	Unplanned service delivery or program delays localised to department or community service.	Minimal effect on service delivery.
		Communication & Information	Loss or permanent damage of major utilities, records, IT data systems and communications resulting in prolonged suspension of service delivery.	Restriction or damage of or prolonged service disruption to some utilities, records, IT data systems & communication.	Temporary suspension of work due to damage to property, assets, records or access to IT or communication systems.	Localised damage to property, assets or records and restricted access to IT systems or communication.	Minimal effect on infrastructure, records, IT systems or communication and minimal or no disruption to service delivery or work.
Orange = High (F - K)	Escalate to Senior Management A detailed action plan must be implemented to reduce risk rating.	Facilities & Assets Management	State-wide system dysfunction resulting in total shutdown of service delivery.	Health Service is compromised as service providers are unable to provide effective support and other areas of NSW Health are known to be affected.	Disruption of a number of services within a location with possible flow on to other locations in the area.	Some disruption within a location but manageable by altering operational routine.	No interruption to services.
		Emergency & Disaster Response	More than 5% over budget NOT recoverable within the current or following financial year. Unable to pay staff or finance critical services. Legal judgement, claim, non-compliance with legislation resulting in indeterminate or prolonged suspension of service delivery. Fraud impacts on service delivery.	Up to 5% over budget or a material overrun NOT recoverable within the current financial year. Unable to pay creditors within DOH benchmark. Legal judgement, claim, non-compliance with legislation resulting in medium term suspension of service delivery. A fraud impacts on service delivery.	Up to 5% over budget but recoverable within current financial year. Legal judgement, claim, non-compliance with legislation resulting in medium term but temporary suspension to services.	Up to 1% temporarily over budget and recoverable within current financial year. Legal judgement, claim, non-compliance with legislation resulting in short term disruption to services.	Less than 1% temporarily over budget. Temporary loss of or unplanned expenditure related to individual program or project but no net impact on budget. Legal judgement, claim or legislative change but no impact on service delivery.
Yellow = Medium (L - T)	Specify Management Accountability and Responsibility Monitor trends and put in place improvement plans.	Finance & Legal	Multiple deaths or life threatening injuries to non-patients.	Death or life threatening injury/ illness causing hospitalisation of non-patients.	Serious harm / injury or illness causing hospitalisation or multiple medical treatment cases for non-patients.	Minor harm or injury to a non-patient where treatment or First Aid is required.	Harm, injuries or ailments not requiring immediate medical treatment.
		Safety & Security	Failure to meet critical priority KPI's included in the service's performance agreement. Sustained adverse national publicity. Significant loss of public confidence, loss of reputation and/or media interest across NSW in services.	Failure to meet a significant number of priority KPI's included in the service's performance agreement. Sustained adverse publicity at a state-wide level leading to the requirement for external intervention. Systemic and sustained loss of public support/opinion across a service.	Failure to meet a number of priority KPI's included in the service's performance agreement. Increasing and broadening adverse publicity at a local level, loss of consumer confidence, escalating patient/consumer complaints. Extended loss of public support/opinion for a Facility/Service.	Failure to meet one or more of the KPI's (excluding priority KPI's) included in the service's performance agreement. Periodic loss of public support.	Occasional adverse local publicity.
		Leadership & Management	Community Expectations	CONSEQUENCE RATINGS			
Probability	Frequency	Likelihood	Catastrophic	Major	Moderate	Minor	Minimal
> 95% to 100%	Several times a week	Almost certain	A	D	J	P	S
> 70% to 95%	Monthly or several times a year	Likely	B	E	K	Q	T
> 30% to 70%	Once every 1-2 years	Possible	C	H	M	R	W
> 5% to 30%	Once every 2-5 years	Unlikely	F	I	N	U	X
< 5%	Greater than once every 5 years	Rare	G	L	O	V	Y

Risk Assessment Flowchart



For the [Guideline for the Development of Job Safety Analyses and Safe Work Practices](#) click on this link.