

Please pass on to all relevant staff and SLS users

Security Incidents

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Incidents Module

Training – generating reports, data from the Security incident module

SLS is now the SA wide source of data for all security incidents, replacing previous reports from a variety of sources. SLS is able to provide rich data about these incidents.

Managers and committees are required to review this data.

Training in quick tips and tricks to producing useful and interesting data is available. Contact the SLS team at safetylearningsystem@sa.gov.au.

Amendments and Enhancements – Effective 18 November 2015

Our recent request for feedback regarding a list of amendments and enhancements for the security module was greeted with unanimous agreement.

Therefore we will be implementing the following changes to the Security Incident form on **18 November 2015 at 9:00am**.

1. **Addition** of the following definition in an automatic pop-up alert box if 'Self-harm (actual or threatened)' is selected at Level 3 under Code Black:

Self-harm means: *the consumer, client, resident was threatening to or actually deliberately or intentionally harming him or herself, and action to prevent was required. Examples include, attempting suicide, cutting, swallowing harmful substance, or placing themselves in physical danger, for example running towards a road.*

2. **Change** of heading wording from 'Degree of aggression' to 'Actual degree of aggression to other person(s)'

The screenshot shows a web form with the following sections:

- Incident Classification**
 - ★ Level 1: Emergency (dropdown)
 - ★ Level 2: Code Black (dropdown)
 - ★ Level 3: Patient threatening/harming other per (dropdown)
- Code Black Details**
 - ★ Emergency Response Team (ERT) Composition: (text area)
- Aggression Details**
 - ★ Degree of Aggression: Medium (dropdown)

An arrow points to the 'Aggression Details' section.

For more information

SA Health
Safety and Quality Unit
11 Hindmarsh Square
Adelaide SA 5000

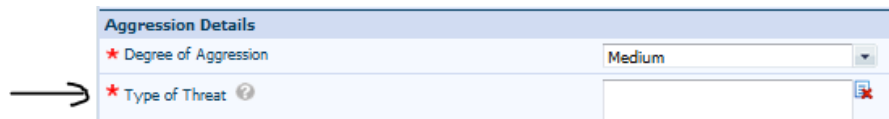
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- Under Aggression details, 2 additional questions ('Degree of aggression' and 'Type of Threat') will be hidden if Self-harm (Level 3) or any of the non-emergency classifications (levels 2 or 3) are selected. **PLEASE NOTE:** That we will not be deleting data previously entered in these fields if Self-Harm was selected.



The screenshot shows a form titled 'Aggression Details'. It has two fields: 'Degree of Aggression' with a dropdown menu set to 'Medium', and 'Type of Threat' with a text input field and a question mark icon. An arrow points to the 'Type of Threat' field.

- Reversal** of the order of the 2 additional questions under Aggression details ('Degree of aggression' and 'Type of Threat'), so that Type of threat will be identified first, then Degree of aggression described next.
- Two** amendments to Definitions for type of threat.

These definitions appear when a user clicks on the grey question mark 

Verbal or behavioural threat

- Removal** of current words and replacement with "Any verbal threat or aggressive behaviour directed towards persons or property and intended to frighten or intimidate. Or behaviour that is disruptive of service delivery, order or security and presenting nuisance or potential harm to other person(s)".

Physical force – no change proposed

Self-Harming Behaviours

- Removal** of this option. Not needed, as these additional questions will not appear if Self-harm selected

- Addition** of pop-up definitions/examples for 'Degree of aggression' / 'Actual degree of aggression to other person(s)':
 - Life-threatening – any weapons, or attack with potential for death or serious permanent injury
 - High – Punching, kicking with serious harm sustained
 - Medium – Pushing, grabbing, scratching with minor harm sustained
 - Low – verbal threats, intimidation with no harm sustained

- Removal** of the option "None" from 'Degree of aggression' / 'Actual degree of aggression to other person(s)' because for Code Black there will always be some degree of aggression

- Additional question regarding SA Police response time**
Under 'Incident Outcomes' If 'SAPOL Attendance' is selected, a new question 'SA Police Response time' will appear below the Police Report Number question.

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Safety and Quality Unit

This question will be non-mandatory and is useful particularly for Country and Community Services reporting.

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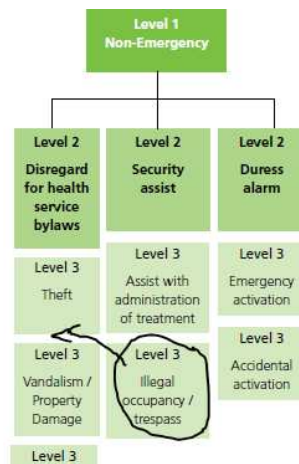
9. Additional question on Management tab

On the Management tab above the 'Reviewer' section there will be a new question; 'Was a worker harmed during this security incident? Y/N'. If yes, the pop-up help text will say "Recommended to add the WHS Manager as a Reviewer for this incident."

The purpose of this prompt is to remind managers of the correct process around these incidents.

10. Re-location of one Level 3 classification type

Move the Level 3 classification 'Illegal occupancy/trespass' from under Level 2 'Security assist' to Level 2 – Disregard for health service bylaws' because it is a matter related to the health service by-laws.



We will also rename 'Emergency Activation' to 'Deliberate Activation' to reduce possible confusion from the use of the word 'emergency' here under a 'Non-Emergency' category.



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