

# MENTAL HEALTH STAFF CONSULTATIVE COMMITTEE

Tuesday 22 June 2021 at 2.30pm  
Skype



Health  
Nepean Blue Mountains  
Local Health District

HPRM Ref: 21/68147

*P= Present T=Teleconference A = Apology V = Videoconference Ab = Absent PR = Proxy Attended*

Name	Position	Attendance
Matthew Russell	Director Mental Health	P
Enrique Alborno	A/Manager, Community and Partnerships	P
Rebecca Burrows	A/Director Nursing, Mental Health	P
Joanne Millington	A/Manager, Allied Health Wellbeing Children & Families	Ab
Kristof Mikes-Liu	Medical Director Mental Health	P
Sandra Britt	A/Divisional Manager Mental Health	P
Scott Steenholdt	HR Business Partner, Mental Health	P
Les Gibbs	NSW Nurses & Midwives Association representative	A
Carolina Leiva	NSW Nurses & Midwives Association representative	A
Kerrie Seymour	ASMOF representative	Ab
Hanna Schultz	ASMOF representative	Ab
Tiffany Tran	ASMOF representative	P
Peter Mason	HSU representative	Ab
Randall Millington	HSU representative	P
Aislynn Kearney	Local NSWNMA representative	A
Shahbaz Saleemi	Security representative	P
Steve Matthews	Manager, Nepean Security	P

## 1. WELCOME & APOLOGIES

### 2. Acceptance of previous minutes

Previous minutes from 16 March 2021 confirmed as a true and accurate record.

## 3. ACTIONS ARISING

### 3.1 Duress Alarms

- Tiffany T enquired if the duress alarms had been fixed. Matthew Russell responded that that duress alarms were thoroughly audited by ASCOM and issues identified were rectified. Shahbaz Saleemi reported that security were still receiving complaints from nursing staff regarding the duress alarms.

**Action: Shahbaz to provide a report on the number of duress incidents.**

### 3.2 Security Officers

- Nepean Security does not bill departments when called out to duress alarm incidents.
- Scott Steenholdt confirmed the Anderson report is a Ministry of Health (MoH) commissioned report and the HSU will need to request a copy from the MoH. The Iris report was commissioned by the LHD and the Chief Executive hasn't given approval to release the report.

**Action:**

## 4. Standing Items

### 4.1 **Reasonable Workloads Committee (RWC)**

- Rebecca Burrows emailed Alistair Ball requesting reestablishment of Reasonable Workloads Committee. There is currently no chairperson for this committee at present.

**Action: Rebecca Burrows to follow up with Alistair re establishment of RWC**

**4.2 ASMOF**

- Tiffany T requested an update on the status of the LHD responses from the 2020 Safework recommendations. The LHD to work with staff and relevant committees to address recommendations.
- Matthew Russell reported that patient assaults are recorded in IMS. Matthew Russell agreed to provide Tiffany with a summary of the data.

**Action: Scott Steenholdt to forward safework report and ASMOF letter to ASMOF  
Matthew Russell to provide a summary of the data re assaults to ASMOF**

**4.3 Health Services Union**

- Randall Millington advised that the risk assessment wouldn't support Health and Security Assistant (HASA) workers at Nepean but will at Blue Mountains. This was noted by Matthew Russell and HSU will be invited to participate in the consultation process.

**Action: Secretariat to invite Adam O'Sullivan from Blue Mountains security to the next SCC meeting**

**4.4 NSW Nurses Association**

- Nil

**Action:**

**Mental Health**

- 4.5**
- Randall Millington stated that he wants two (2) security guards to be based at Nepean Mental Health Centre and one (1) at Blue Mountains Mental Health Unit.
  - Matthew Russell advised that Triage and Assessment security are costed from TAC
  - Matthew Russell advised that a second security officer would cease on 30 June 2021 as a risk assessment had been completed
  - Consultation regarding development of HASA proposal to be completed by 30 July 2021

**Action:**

**General Business**

**5.1**

- Nil

**Action:**

**NEXT MEETING**

TBC

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## ACTIONS

Mtg Date	Item	Subject	Action Required	Responsible	Progress
23/7/20	4.1	Reasonable Workloads Committee training	Review training and whether it is currently available for staff.		<p><b>September update:</b> Aislynn to provide dates of RWC training to Rebecca by 2/10. Aislynn to liaise with Neha Sharma (CSO Acute Unit) to update distribution list for RWC minutes. Carolina Leiva to follow up re RWC minutes item 7.7 to ensure that this does not breach the RWC policy.</p> <p><b>November update:</b> RWC distribution list updated. <b>Closed</b></p> <p>Aislynn is having difficulties obtaining dates from NUMs. Aislynn to send her availabilities to Rebecca Burrows and she will follow up with the inpatient NUMs</p> <p><b>March 21 update:</b> HELDOVER</p> <p><b>June 21 update:</b> Rebecca Burrows sent reminder email to Aislynn re RWC training. <b>ACTION:</b> Aislynn to provide Rebecca dates for RWC training.</p>
22/6/21		Reasonable Workloads Committee	Rebecca to follow up with Alistair re reestablishment of RWC	Rebecca Burrows	

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23/7/20	3.2	Duress Alarm Procedure	Rebecca Burrows to ensure Duress Alarm procedure to be sent out for comment when finalised	Rebecca Burrows	<p><b>September update:</b> Rebecca Burrows to review and aim to provide comments back to authors by 2/10.</p> <p><b>November update:</b> HELDOVER</p> <p><b>ACTION:</b> Rebecca Burrows to finalise changes for the procedure.</p> <p><b>June update:</b> Duress Alarm Procedure is more complex, so a working group consisting of frontline nursing staff has been established.</p>
16/3/21		Duress alarm risk assessment	Rebecca Burrows to ensure Shahbaz Saleemi is included in the risk assessment	Rebecca Burrows	<p><b>June update:</b> Meeting was held on 26 April,</p> <p><b>ACTION:</b> Shahbaz to provide the 8 incidents recorded to Rebecca Burrows.</p>
16/3/21		Union concerns re unsafe environment	Randall Millington to write to the Mental Health service and LHD outlining concerns around unsafe work environment.	Randall Millington	<p><b>June update:</b> CLOSED. Not received.</p>
16/3/21		Security officers injured data	Steve Matthews to provide data re no. of security officers injured whilst responding to Mental Health incidents.	Steve Matthews	<p><b>June update:</b> CLOSED</p> <p>Steve Matthews sent through to Rebecca Mott data spreadsheet.</p>
22/6/21	3.1	Duress incidents	Shahbaz Saleemi to provide a report on the amount of Duress incidents reported	Shahbaz Saleemi	
24/11/20	3.2	Permanent Security Officers	Randall Millington to provide Rebecca Burrows and Cathy Crowe with specific incident details re security officers taking the lead in duress responses.	Randall Millington	<p><b>June update:</b> CLOSED as unable to provide with sufficient level of detail to investigate</p>
16/3/21		Security billing	Randall Millington to follow up with Security re who is being billed for duress responses to the Mental Health Centre.	Randall Millington	<p><b>June update:</b> CLOSED</p> <p>Steve Matthews advised that Security doesn't charge any departments for attending to duress alarm call outs.</p>

**MINUTES FOR Mental Health Staff Consultative Committee Meeting**

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16/3/21		Contract security allocation	Director MH to email Brett Williams re allocation of contract security officers in Mental Health and invite Steve Matthews to this meeting.	Matthew Russell	<b>June update:</b> <b>ACTION:</b> Matthew Russell to follow up
16/3/21		Security Report recommendations	Scott Steenholdt to organise a copy of the report's recommendations from Human Resources	Scott Steenholdt	<b>June update:</b> Anderson Report sitting with the Ministry. Iris report not yet release by Blue Mountains Chief Executive
16/3/21		Security led incidents	Shahbaz Saleemi to send Rebecca Burrows details of the 8 incidents led by security	Shahbaz Saleemi	<b>June update:</b> CLOSED. Not received
16/3/21		LHD security data	Steve Matthews to provide data on no. of LHD security who have attended Mental Health.	Steve Matthews	<b>June update:</b> CLOSED. Not received
22/6/21	4.2	ASMOF	Scott Steenholdt to forward safework report and ASMOF letter to ASMOF	Scott Steenholdt	
			Matthew Russell to provide a summary of the data re assaults to ASMOF	Matthew Russell	
22/06/21	4.3	Health Services Union	Secretariat to invite Adam O'Sullivan from Blue Mountains security to next meeting	Rachelle Davis	
<b>ACTIONS COMPLETED</b>					
23/7/20	2.3	Safety Procedure under Review – Duress Alarms and Home Visits	Rebecca Burrows to ensure Duress Alarm procedure to be sent out for comment when finalised	Rachelle Davis	<b>ACTION: COMPLETED – meeting held</b> <b>Rachelle Davis to organise a meeting to discuss the outcome of the Safe Work report</b>
24/11/20	3.5	Security Review	Randall Millington to liaise with Steve Matthews re security review and request further information re restraint.	Randall Millington	CLOSED – Discussed in Security officer item 2.3
24/11/20	3.1	RWC Grievance	Cathy Crowe to organise response from Mental Health	Cathy Crowe	CLOSED
24/11/20	3.6	PACER	Scott Steenholdt to ensure letters and a copy of	Scott Steenholdt	CLOSED - Successful roll out. No

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			<p>the roster are sent to unions by the end of the week.  <b>Adam Vance to escalate to the Ministry of Health identifying the above concerns raised by the Unions.</b>  <b>Union reps to raise concerns at the next State meeting</b></p>	<p>Adam Vance  Union Reps</p>	<p>issues re safety.</p>
23/7/20	5.1	Entering staff shortages into IMS+	<p><b>Cathy Crowe and Rebecca Burrows to investigate the concern raised by Monica Singh.</b></p>	<p>Cathy Crowe</p>	<p><b>September update:</b> Carolina Leiva to follow up further re escalation pathway and whether inadequate skill mix and near misses due to staff shortages should be entered into IIMs.</p> <p><b>November update:</b> Caroline reiterated that staff should not only discuss safety issues with their manager but should also enter safety concerns for themselves and patient care in IIMs including any staffing issues (short staffing), problematic MHICU and higher acuity patients. Randall and Les concurred.</p> <p>Rebecca Burrows reported that this has been discussed at the District Joint Consultative Committee (JCC).  <b>ACTION: Cathy Crowe and Scott Steenholdt to discuss offline and table at JCC. – CLOSED – tabled at JCC</b></p>
24/11/20	3.4	Additional resources	<p><b>Rebecca Burrows to discuss with Aislynn Kearney around Aislynn providing more information on the concerns raised and in regards to additional resources.</b></p>	<p>Rebecca Burrows</p>	<p><b>November update:</b> Aislynn advised that a grievance has been lodged regarding this issue through the RWC which they were unable to come up with a consensus. (Item 3.1 in New Business)</p>
24/11/20	2.2	VPM training dates	<p>VPM Training dates required</p>	<p>Cathy Crowe</p>	<p><b>September update:</b> Rebecca Burrows</p>


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					<p>to discuss VPM training for security officers with Director Mental Health</p> <p><b>November update:</b> Rebecca Burrows met with Steve Matthews (Security Manager Nepean) and advised that 5 contract security officers are in stages of completion. LHD will provide training to all security guards, however is a bit behind because of COVID. Upcoming Refresher VPM training dates: (see attached flyer). <b>Completed</b></p>  <p>Restraint Refresher poster_2021 .pdf</p>
24/11/20	3.3	<b>Additional SCC meeting</b>	<b>Director MH to discuss with Executive whether an additional meeting can be accommodated</b>	Cathy Crowe	<b>November update:</b> An additional meeting to be organised relating to the Safe Work report. <b>Closed.</b>
24/11/20	3.2	<b>Staff Vacancies</b>	<b>Director MH to discuss with Executive whether vacancies can be added to the SCC agenda</b>	Cathy Crowe	<b>November update:</b> Cathy reported that there is no ban or holding on to vacancies it is just that the system is not as quick or efficient. The Mental Health service has received many enhancement positions from the Ministry of Health and these have taken some time being recruited to. The service is also geographically large and Mental Health has had rapid growth. There are also a lot of staff who are acting up in positions. Vacancies are advertised through Seek and iworkforNSW.


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HPRM Ref: 21/68147

24/11/20	2.2	Use of security officers		Rebecca Burrows  Rebecca Burrows	<p><b>September update:</b> Rebecca Burrows to discuss with Steve Matthews from the Security Department re allocation of security officers and provide a response to the Committee by 8 October.</p> <p><b>November update:</b> Email circulated to committee (see attached). <b>Completed</b></p>  <p>Mental Health Staff Consultative Commi</p>
27/8/20	2.2	Use of Security Officers	<b>Cathy Crowe to provide the percentage of VPM training completed</b>	Cathy Crowe	COMPLETED 78.44% of mental health staff have completed VPM training
23/7/20	4.3	HSU	Rachelle to remove Josh Howarth and Zelda Giblett from membership.	Rachelle	COMPLETED – 29/9/20
23/7/20	4.4	Nursing & Midwifery	<p>Rachelle to remove Rowena Harrison from membership and future meeting appointments</p> <p>Cathy to send out email re return of duress alarms Staff to be encouraged to complete IIMs</p> <p>Cathy/Rebecca B to organise a security officer to be stationed at reception.</p> <p>Cathy to forward email to Committee re mitigating steps taken to address the concerns raised above.</p>	<p>Rachelle</p> <p>Cathy</p> <p>Cathy/Rebecca</p> <p>Cathy</p>	<p>COMPLETED – 29/9/20</p> <p>COMPLETED</p> <p>CLOSED Security officer has been in place since July.</p> <p>COMPLETED</p>
27/8/20	2.1	Duress Alarm Audit	<p><b>Rebecca Burrows to ensure that NUMs are recording duress incidents in a spreadsheet</b></p> <p><b>Robert to provide feedback on whether ASCOM have met the SLA requirements</b></p>	<p>Rebecca Burrows</p> <p>Robert</p>	<p>COMPLETED NUMs are keeping a log of issues.</p> <p>COMPLETED ASCOM have committed to SLA and will undertake recalibration; determine</p>



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					if there are any dead spots. This will be done every year and will be completed by November. Replacement of end of life batteries will occur after 2 years and will be carried out before November.