

Mooney, Chris (Health) <Chris.Mooney@act.gov.au>; Samara, Rohan (Health) <Rohan.Samara@act.gov.au>; Gomes, Dario (Health) <Dario.Gomes@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Ward, Sonny (Health) <Sonny.Ward@act.gov.au>

Cc: Pepper, Dave (Health) <Dave.Pepper@act.gov.au>; Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>; Harland, Jennifer (Health) <Jennifer.A.Harland@act.gov.au>; O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>

Subject: Re: Dhulwa Incident 15/04/22 - Serious Injury [REDACTED]

Thanks Daniel

I'll follow up with team this morning

Cathie

Get Outlook for iOS

From: Guthrie, Daniel (Health) <Daniel.Guthrie@act.gov.au>

Sent: Saturday, April 16, 2022 2:40:18 AM

To: Ludvigson, John (Health) <John.Ludvigson@act.gov.au>; Mooney, Chris (Health) <Chris.Mooney@act.gov.au>; Samara, Rohan (Health) <Rohan.Samara@act.gov.au>; Gomes, Dario (Health) <Dario.Gomes@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Ward, Sonny (Health) <Sonny.Ward@act.gov.au>

Cc: Pepper, Dave (Health) <Dave.Pepper@act.gov.au>; Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>; Harland, Jennifer (Health) <Jennifer.A.Harland@act.gov.au>; O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>; O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>

Subject: Dhulwa Incident 15/04/22 - Serious Injury [REDACTED]

OFFICIAL

Hi everyone,

Please refer to the below and attached. Notifiable incident has been reported to WorkSafe as per attached.

[REDACTED]

pending further examination this morning. The review of CCTV determined that this was a serious injury but accidental and unfortunate, and not involving OV.

Could I ask that A/H Exec On-call coordinate from this point forward (Chris Tarbuck was the Exec representative last night in the meeting as per the attached email).

I suggest that the excerpt below from the attached 'Psychological Support for Staff – A Manager's Guide' be followed to guide future actions, section 1 below is complete based on actions that have already occurred.

It will be important to assign staff to follow up and support [REDACTED] staff who were on shift at time including Security, and to provide ongoing updates to staff at Dhulwa and the ANMF and WorkSafe (Chinna Jagdeep). It is important to also ensure that a close eye is kept on [REDACTED]

Please contact me if there are any major developments that require WorkSafe or WHS.

Regards

Daniel

Daniel Guthrie
Senior Director | Work Health Safety

People and Culture | Canberra Health Services

Level 1, Building 23 | Canberra Hospital

Phone: 5124 9544 [REDACTED]

Email: daniel.guthrie@act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



From: Guthrie, Daniel (Health)

Sent: Saturday, 16 April 2022 12:18 AM

To: Ludvigson, John (Health) <John.Ludvigson@act.gov.au>; Mooney, Chris (Health) <Chris.Mooney@act.gov.au>; Samara, Rohan (Health) <Rohan.Samara@act.gov.au>; Gomes, Dario (Health) <Dario.Gomes@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Ward, Sonny (Health) <Sonny.Ward@act.gov.au>

Subject: RE: Dhulwa Incident - [REDACTED]

OFFICIAL

For reference

Attachment 9: Critical Incident WHS Immediate Response Checklist

This checklist is designed to assist managers to manage the immediate to short term response to critical incidents.

Note: A critical incident is any incident or the accumulation of incidents (direct or indirect exposure), that may have a significant impact on the health and wellbeing of staff.

Note: If the incident relates to an emergency code event (e.g. code yellow) follow the emergency code actions and use this document as supplementary guide if appropriate.

1. Assess the Situation and Ensure Staff are Safe

- ☐ Determine the particulars of the incident including the work areas and staff who are impacted.
- ☐ Take action to ensure the impacted work area is as safe as possible and that all staff receive first aid or medical treatment as required.
- ☐ Consider the immediate needs of any patients, visitors or others impacted by the incident.
- ☐ Ensure that all relevant staff and others are accounted for i.e. are staff missing?
- ☐ Report to Police and/or WorkSafe where appropriate. Ensure the preservation of potential evidence until cleared by Police or WorkSafe (where relevant).
- ☐ Alert Executive via reporting lines to provide an initial summary of the critical incident.
- ☐ Contact next of kin to communicate urgent information e.g. staff injury/condition (if applicable).

2. Determine Management Response Lead/Team and Consider Initial Communication to Staff

- ☐ Determine who will lead the management response and if necessary which managers and staff members will assist in leading the response team. If more than one manager, aim for a small rather than a large group (fewer is better) and no more than seven people is recommended.
- ☐ Revisit the particulars of the incident to confirm facts and update information and discuss with the response team. Record a summary of facts e.g. What? Where? When? Who? How?
- ☐ Determine contact arrangements between staff and the lead manager/response team and relevant managers of affected staff i.e. to ensure that staff on the ground provide information through their manager to the response team.

- If appropriate at this time develop an initial communication to staff. Determine the target audience (consider shift changes) and communication pathway/s e.g. via public announcement, email, verbally via local managers. Develop a short statement detailing:
 - What is known of the incident, initial management actions and response
 - Who to contact to provide information, address issues, or if the situation/event changes or escalates e.g. contact the staff member via their manager in the first instance.
 - When an update with further information is likely to be provided.

3. Determine Immediate and Short-Term Response Requirements

- Develop and prioritise an action plan detailing immediate and short-term response actions and delegate tasks within the response team. Consider the following:
 - Employee Assistance Program support – providing EAP contact details to staff or organising structured group session within 24-72 hours (refer to Operational Debrief Fact Sheet)
 - Determine other support that can be provided:
 - Allow staff time to debrief and discuss with colleagues, allow staff time to contact next of kin/family, organise assistance with transport to home, phone or text contact after work to check on their welfare and provide update if appropriate
 - take staff offline, give permission to staff to leave work early, provide leave options (e.g. discretionary, family violence, disaster). Contact CHS Employee Services for leave options.
 - Managers should check for staff who are the most distressed, agitated or behaving different to usual and provide support and feedback to response team
 - Determine ongoing communication protocols and arrangements – timings for updates with staff and Executive and content of communications
 - Managers to regularly check in with staff, including outside work hours if appropriate e.g. via text message
 - Staff to lodge staff incident report on Riskman as appropriate
 - Utilise the following information and Fact Sheets
 - Psychological Support for Staff – A Guide for Managers
 - Support for Staff
 - The Mental Health Continuum
 - Self-Care Plan
 - Personal Reflection
 - What are your responsibilities?
 - RUOK?
 - Response to Colleague who is Distressed or Suicidal
 - Psychological First Aid
 - Operational Debrief
 - EAP Process Following a Critical Incident

From: Guthrie, Daniel (Health)

Sent: Friday, 15 April 2022 11:45 PM

To: Ludvigson, John (Health) <John.Ludvigson@act.gov.au>; Mooney, Chris (Health) <Chris.Mooney@act.gov.au>; Samara, Rohan (Health) <Rohan.Samara@act.gov.au>; Gomes, Dario (Health) <Dario.Gomes@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Ward, Sonny (Health) <Sonny.Ward@act.gov.au>

Subject: Dhulwa Incident - [REDACTED]

OFFICIAL

Draft – more to come

Hi everyone,

Thanks for assisting so far with this serious incident tonight.

From: Guthrie, Daniel (Health)
Sent: Sunday, 17 April 2022 12:04 PM
To: Worksafe Notices
Cc: Chhina, Jagdeep
Subject: RE: Dhulwa Incident 15/04/22 - Serious Injury [REDACTED]
Attachments: Notifiable - 150422 - [REDACTED] UPDATE 170422.pdf;
Safety - Dhulwa heavy metal doors

OFFICIAL

Hi Jagdeep,

Some better news this morning.

[REDACTED]

I have updated the notifiable incident report attached with this info and additional info.

Also attached is a copy of the email sent to staff regarding safety around doors (same as one I developed the day before). The WHS team will do a safety alert up for this this week.

Regards

Daniel

From: Guthrie, Daniel (Health)
Sent: Saturday, 16 April 2022 6:22 PM
To: Worksafe Notices <WorksafeNotices@worksafe.act.gov.au>
Cc: Chhina, Jagdeep <Jagdeep.Chhina@worksafe.act.gov.au>
Subject: FW: Dhulwa Incident 15/04/22 - Serious Injury [REDACTED]

OFFICIAL

Hi Jagdeep,

My apologies this was all done last night and I thought I had actually copied you in.

[REDACTED]

I have completed some preventative actions as you can attached.

Regards

Daniel

Daniel Guthrie

Senior Director | Work Health Safety
 People and Culture | Canberra Health Services
 Level 1, Building 23 | Canberra Hospital
 Phone: 5124 9544 [REDACTED]
 Email: daniel.guthrie@act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



Canberra Health
 Services

From: Guthrie, Daniel (Health)
Sent: Saturday, 16 April 2022 2:40 AM
To: Ludvigson, John (Health) <John.Ludvigson@act.gov.au>; Mooney, Chris (Health) <Chris.Mooney@act.gov.au>; Samara, Rohan (Health) <Rohan.Samara@act.gov.au>; Gomes, Dario (Health) <Dario.Gomes@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Ward, Sonny (Health) <Sonny.Ward@act.gov.au>
Cc: Pepper, Dave (Health) <Dave.Pepper@act.gov.au>; Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>; Harland, Jennifer (Health) <Jennifer.A.Harland@act.gov.au>; O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>; O'Brien, Melissa (Health) <Melissa.O'Brien@act.gov.au>
Subject: Dhulwa Incident 15/04/22 - Serious Injury [REDACTED]
Importance: High

OFFICIAL

Hi everyone,

Please refer to the below and attached. Notifiable incident has been reported to WorkSafe as per attached.

[REDACTED]
 pending further examination this morning. The review of CCTV determined that this was a serious injury but accidental and unfortunate, and not involving OV.

Could I ask that A/H Exec On-call coordinate from this point forward (Chris Tarbuck was the Exec representative last night in the meeting as per the attached email).

I suggest that the excerpt below from the attached 'Psychological Support for Staff – A Manager's Guide' be followed to guide future actions, section 1 below is complete based on actions that have already occurred.

It will be important to assign staff to follow up and support [REDACTED] staff who were on shift at time including Security, and to provide ongoing updates to staff at Dhulwa and the ANMF and WorkSafe (Chinna Jagdeep). It is important to also ensure that a close eye is kept on [REDACTED]

Please contact me if there are any major developments that require WorkSafe or WHS.

Regards

Daniel

Daniel Guthrie
 Senior Director | Work Health Safety
 People and Culture | Canberra Health Services
 Level 1, Building 23 | Canberra Hospital
 Phone: 5124 9544 [REDACTED]
 Email: daniel.guthrie@act.gov.au
 RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



ACT
Government

**Canberra Health
Services**

From: Guthrie, Daniel (Health)
Sent: Saturday, 16 April 2022 12:18 AM
To: Ludvigson, John (Health) <John.Ludvigson@act.gov.au>; Mooney, Chris (Health) <Chris.Mooney@act.gov.au>; Samara, Rohan (Health) <Rohan.Samara@act.gov.au>; Gomes, Dario (Health) <Dario.Gomes@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Ward, Sonny (Health) <Sonny.Ward@act.gov.au>
Subject: RE: Dhulwa Incident - [REDACTED]

OFFICIAL

For reference

Attachment 9: Critical Incident WHS Immediate Response Checklist

This checklist is designed to assist managers to manage the immediate to short term response to critical incidents.

Note: A critical incident is any incident or the accumulation of incidents (direct or indirect exposure), that may have a significant impact on the health and wellbeing of staff.

Note: If the incident relates to an emergency code event (e.g. code yellow) follow the emergency code actions and use this document as supplementary guide if appropriate.

1. Assess the Situation and Ensure Staff are Safe

- ☐ Determine the particulars of the incident including the work areas and staff who are impacted.
- ☐ Take action to ensure the impacted work area is as safe as possible and that all staff receive first aid or medical treatment as required.
- ☐ Consider the immediate needs of any patients, visitors or others impacted by the incident.
- ☐ Ensure that all relevant staff and others are accounted for i.e. are staff missing?
- ☐ Report to Police and/or WorkSafe where appropriate. Ensure the preservation of potential evidence until cleared by Police or WorkSafe (where relevant).
- ☐ Alert Executive via reporting lines to provide an initial summary of the critical incident.
- ☐ Contact next of kin to communicate urgent information e.g. staff injury/condition (if applicable).

2. Determine Management Response Lead/Team and Consider Initial Communication to Staff

- ☐ Determine who will lead the management response and if necessary which managers and staff members will assist in leading the response team. If more than one manager, aim for a small rather than a large group (fewer is better) and no more than seven people is recommended.
- ☐ Revisit the particulars of the incident to confirm facts and update information and discuss with the response team. Record a summary of facts e.g. What? Where? When? Who? How?
- ☐ Determine contact arrangements between staff and the lead manager/response team and relevant managers of affected staff i.e. to ensure that staff on the ground provide information through their manager to the response team.

- If appropriate at this time develop an initial communication to staff. Determine the target audience (consider shift changes) and communication pathway/s e.g. via public announcement, email, verbally via local managers. Develop a short statement detailing:
 - What is known of the incident, initial management actions and response
 - Who to contact to provide information, address issues, or if the situation/event changes or escalates e.g. contact the staff member via their manager in the first instance.
 - When an update with further information is likely to be provided.

3. Determine Immediate and Short-Term Response Requirements

- Develop and prioritise an action plan detailing immediate and short-term response actions and delegate tasks within the response team. Consider the following:
 - Employee Assistance Program support – providing EAP contact details to staff or organising structured group session within 24-72 hours (refer to Operational Debrief Fact Sheet)
 - Determine other support that can be provided:
 - Allow staff time to debrief and discuss with colleagues, allow staff time to contact next of kin/family, organise assistance with transport to home, phone or text contact after work to check on their welfare and provide update if appropriate
 - take staff offline, give permission to staff to leave work early, provide leave options (e.g. discretionary, family violence, disaster). Contact CHS Employee Services for leave options.
 - Managers should check for staff who are the most distressed, agitated or behaving different to usual and provide support and feedback to response team
 - Determine ongoing communication protocols and arrangements – timings for updates with staff and Executive and content of communications
 - Managers to regularly check in with staff, including outside work hours if appropriate e.g. via text message
 - Staff to lodge staff incident report on Riskman as appropriate
 - Utilise the following information and Fact Sheets
 - Psychological Support for Staff – A Guide for Managers
 - Support for Staff
 - The Mental Health Continuum
 - Self-Care Plan
 - Personal Reflection
 - What are your responsibilities?
 - RUOK?
 - Response to Colleague who is Distressed or Suicidal
 - Psychological First Aid
 - Operational Debrief
 - EAP Process Following a Critical Incident

From: Guthrie, Daniel (Health)

Sent: Friday, 15 April 2022 11:45 PM

To: Ludvigson, John (Health) <John.Ludvigson@act.gov.au>; Mooney, Chris (Health) <Chris.Mooney@act.gov.au>; Samara, Rohan (Health) <Rohan.Samara@act.gov.au>; Gomes, Dario (Health) <Dario.Gomes@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Ward, Sonny (Health) <Sonny.Ward@act.gov.au>

Subject: Dhulwa Incident [REDACTED]

OFFICIAL

Draft – more to come

Hi everyone,

Thanks for assisting so far with this serious incident tonight.

Notifiable Incident Form

Important

This form is to be used to notify a serious event under the *Work Health and Safety Act 2011 (the Act)*. You can access the Act at www.legislation.act.gov.au. You may also obtain further information and forms at www.worksafe.act.gov.au. A person conducting a business or undertaking is required to provide details of notifiable incidents pursuant to sections 35-39 of the Act. Failure to comply with this provision may result in a fine of \$10,000 in the case of an individual or \$50,000 in the case of a body corporate.

Privacy

The *Work Health and Safety Act 2011* authorises the regulator to collect the personal information required by this form. The regulator is bound to prevent any unreasonable intrusion into a person's privacy in accordance with the *Information Privacy Act 2014*. The Privacy Policy can be found on the JACS website at www.justice.act.gov.au/privacy. The regulator may provide identifiable information to law enforcement organisations and authorised organisations that have legal authority to request information under prescribed circumstances.

Reporting

After becoming aware that an incident has occurred, workplaces **must** report 'notifiable incidents' to WorkSafe ACT **IMMEDIATELY, and by the fastest possible means**, either:

- by phone - ring WorkSafe ACT on 02 6207 3000
- by fax or other electronic means - fax WorkSafe ACT on 02 6205 0336; email worksafe@worksafe.act.gov.au

NOTE: WorkSafe ACT requires, in accordance with section 38(4)(b) of the WHS Act 2011, that you follow up your immediate notification in writing by completing this Notifiable Incident Report Form and forwarding it to

WorkSafe ACT,
 GPO Box 158,
 Canberra City,
 ACT, 2601

Instructions for Completion

- If completing this form by hand please use blue or black pen.
- Any alteration to information provided on this form must be struck through with pen. Substitute information must be clear and the person completing the form must sign in the margin. Do not use correction fluid or tape.
- Please complete all sections of the form. Please indicate if information requested on this form is not applicable or not known with the letters N/A or N/K respectively.
- Return completed forms by post, email or fax as detailed above.

Further Information about reporting Notifiable Incidents

Is reporting mandatory?

Yes. You are required to notify WorkSafe ACT, by telephone or in writing [this form will assist you in reporting in writing]:

- the death of a person [i.e. a worker or another person]
- a serious injury or illness of a person
- a dangerous incident

in accordance with sections 35 to 39 of the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011*. It is an offence to fail to make a report of a Notifiable Incident.

Who must send in the Notifiable Incident Report?

The person who conducts a business or undertaking is responsible for ensuring that WorkSafe ACT is notified immediately after becoming aware that a notifiable incident has occurred (*Work Health and Safety Act 2011*, s38 (1)). NB: The Notifiable Incident Report can be made by a supervisor or other person acting on behalf of the person conducting the business or undertaking.

What workplaces are covered?

ALL places where people work are covered by the Act and the Regulations.

Is there a time limit for reporting?

Notifiable Incidents must be notified to WorkSafe ACT immediately after the workplace becomes aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

If the notification is made by telephone, WorkSafe ACT may require that written notice be provided [using this form, for example] within 48 hours of that requirement being made.

What injuries must you report?

You must send WorkSafe ACT a Notifiable Incident Report if, as a result of a Notifiable Incident at your workplace, involving:

- the death of a person [i.e. a worker or another person]
- a serious injury or illness of a person
- a dangerous incident

in accordance with sections 35 to 39 of the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011*. It is an offence to fail to make a report of a Notifiable Incident.

You must send WorkSafe ACT a Report even if the person injured or killed is not a worker (e.g. a sales representative or a visitor).

What is a Serious Injury or Illness?

A serious injury or illness means an injury or illness requiring the person to have:

- immediate treatment as an in-patient in a hospital [**Note: it is not necessary that the person was actually sent to or treated as an in-patient, it is sufficient that the injury or illness could reasonably be expected to warrant such treatment**]
- immediate treatment for an amputation, a serious head or eye injury, a serious burn, degloving or scalping, a spinal injury, the loss of a bodily function or serious lacerations
- medical treatment within 48 hours of exposure to a substance.

What dangerous incidents must you report?

A dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas, steam or a pressurised substance
- electric shock
- the fall or release from height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the WHS Regulations 2011
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel
- any other event prescribed by the WHS Regulations 2011.

Do you have to keep a copy?

You must keep a record of any Notifiable Incident notification that you make to WorkSafe ACT for at least 5 years after the day the notification is given.

Do you need to comply with any other accident report procedures?

You may have reporting obligations under other legislation including but not limited to the: Scaffolding and Lifts Act 1912, Workers Compensation Act 1951, Machinery Act 1949 and/or the Dangerous Substances Act 2004 in relation to the Notifiable Incident that you have told WorkSafe ACT about in this Report.

Can you fax or phone in details?

Yes. When notifying by phone, you should ensure you receive and record the report number given to you by WorkSafe ACT. This report number needs to be kept with your records of the details reported to WorkSafe ACT.

Report No.

Details of business or undertaking

Name of business or undertaking:

Canberra Health Services

Phone:

Fax:

Mobile:

Email: daniel.guthrie@act.gov.au

Address of business or undertaking

Dhulwa Secure Mental Health Unit - Symonston

City/Suburb:

Canberra

State/Territory:

ACT

Post Code:

Details of the injured/involved person:

Name of injured/involved person:

Date of Birth:

Gender:

Address of Injured/involved person:

City/Suburb:

State/Territory:

Post Code:

Job title/position:

Nurse

Main Duties:

Phone:

Fax:

Mobile:

Email:

Type of employment

☒

Full-time permanent

☐

Part-time permanent

☐

Full-time casual

☐

Part-time casual

☐

Other (e.g. site visitor, student, etc)

Type of worker

☐

Trainee

☐Self-employed
(Contractor or Subcontractor)☐

Outworker

☐

Unpaid worker

☐

Apprentice

☐

Work Experience

☐Pieceworker
(other than an Outworker)☐☒ Other (note: most employees will fall into this category)

Details of injury/illness/damage etc and any medical treatment

Plant, Equipment, Tools, Materials and Substances

What plant/substances were being used? (provide details, e.g. model serial number, registration number etc)

Risk assessment and where required for high risk construction work, SWMS.

Was a risk assessment undertaken prior to commencing work?

 Yes ☐ No ☒

If No, please explain why:

TBA

Was a safe work method statement (SWMS) prepared if the work was high risk construction work?

 Yes ☒ No ☐

If No, please explain why:

Not construction work

Note: See the *Work Health and Safety Regulations 2011* s.299 for more information.

Outcomes – please complete relevant parts of this section

Estimated date of resumption of work:

Work was disrupted but continued as this is a 24 mental health inpatient ward

Action that has been or will be taken to prevent recurrence:

Messaging to staff to ensure that their hands are clear of closing doors at all times. Refer to the attached email sent with this report detailing this message and Safety Alert to be released by the WHS team.

Details of person completing this form

Full name:

Daniel Guthrie

Phone:

Fax:

Mobile:

Email: daniel.guthrie@act.gov.au

Job title/position:

Senior Director, WHS, Canberra Health Services

From: Ward, Sonny (Health)
Sent: Sunday, 17 April 2022 10:54 AM
To: #Canberra Health Services SMHS MHJHADS
Cc: Harland, Jennifer (Health); Guthrie, Daniel (Health)
Subject: Safety - Dhulwa heavy metal doors

OFFICIAL

Hello everyone,

You may be aware that one of our nursing colleagues sustained a hand injury on Friday evening as a result of having his hand caught in a door frame [REDACTED]. I am relieved to report that he has successfully undergone surgery to stabilise the injury.

This unfortunate accident has required me to remind everyone of the dangers associated with the heavy doors we have at Dhulwa. Please be mindful of how you use the doors by considering the following advice;

- All staff to take extra care to keep their hands clear of closing doors at Dhulwa i.e. at all times keep hands clear of the danger zone between the outside spine of the door and doorway frame
- **To only close doors using the handle**
- **Never to touch the outside spine of the door or use it to close a door at any time**
- Take extreme care and keep hands clear when a consumer or staff member is closing a door, particularly when closed quickly
 - e.g. consumer closing their bedroom door quickly to prevent staff entry
 - e.g. nurse quickly retreating from OV back to nurse station, and hurriedly closes the nurse door (to prevent consumer entering nurse station)

I understand the WHS team will be developing posters next week to remind us of the safety considerations for the doors in use at Dhulwa.

Thank you for your ongoing support of safe working practices.

Kind regards,

Sonny Ward | Director of Nursing
 Mental Health, Justice Health, Alcohol and Drug Services
 Phone: [REDACTED] Email: Sonny.Ward@act.gov.au
 MHJHADS | Canberra Health Services | ACT Government
 Building 28, Level 1, Canberra Hospital, Yamba Drive, GARRAN ACT 2605 | health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Out of Scope


From: Harper, Charlotte (Health)
Sent: Tuesday, 19 April 2022 3:05 PM
To: MaraisvanVuuren, Julia <Julia.MaraisvanVuuren@act.gov.au>
Subject: FW: Canberra Times media inquiry: Response to WorkSafe notices at Dhulwa

OFFICIAL

Let her know a statement would be coming

Kind regards,

Charlotte Harper | Director, Media
 Canberra Health Services | ACT Government
 Phone [REDACTED] Email: charlotte.harper@act.gov.au
 Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au
 RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

 I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: [REDACTED]
Sent: Tuesday, 19 April 2022 2:38 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Canberra Times media inquiry: Response to WorkSafe notices at Dhulwa

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi team,


Does Canberra Health Services have a response to the WorkSafe notices that were issued to Dhulwa last week?

What actions have been taken so far to address the concerns raised by WorkSafe?

My deadline is 5pm today for a statement from CHS to make tomorrow's print edition. Happy to chat if needed.

Kind regards,


Journalist
Australian Community Media


W www.canberratimes.com.au

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Australian Community Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Australian Community Media does not accept legal responsibility for the contents of this message or attached files.

Out of Scope

From: Harper, Charlotte (Health)
Sent: Tuesday, 19 April 2022 5:38 PM
To: MaraisvanVuuren, Julia <Julia.MaraisvanVuuren@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Dhulwa statement

OFFICIAL: Sensitive

Response attributable to CHS Acting CEO Cathie O'Neill:

WorkSafe ACT is currently making inquiries into CHS operations at Dhulwa.

CHS has undertaken to comply with an improvement notice and a prohibition notice from WorkSafe ACT in relation to occupational violence at Dhulwa.

CHS is working constructively with WorkSafe ACT to ensure that it continues to take every step possible to support our team members at Dhulwa to prevent and manage occupational violence. Occupational violence is never acceptable.

This includes undertaking to comply with all Worksafe ACT recommendations and requirements, and cooperating fully with Worksafe ACT inspectors.

Our team members work hard to ensure there are risk assessments, behavioural management plans, treatment plans and risk mitigations in place for all consumers in high risk settings. These are regularly updated, particularly when the consumer may be experiencing changes in their condition.

Where additional controls can be added to operational procedures to further minimise the risk of occupational violence, CHS will introduce such controls.

For example, CHS has introduced additional safety huddles during handover at the end of each shift and pre-planning safety huddles prior to high-risk interactions with individual patients at Dhulwa. The pre-planning safety huddles ensure managers and team members take time out to examine potential risks, consider how best to mitigate these, and strengthen safety mechanisms where possible.

We'd like to acknowledge the exceptional work team members in our mental health units do every day to support vulnerable members of our community.

Safety of team members is CHS's highest priority.

Dhulwa is a secure mental health facility, it accommodates consumers with very complex needs who may present a risk to public safety and cannot be accommodated elsewhere in the Territory.

Patients' physical and mental health issues can fluctuate, which for some leads to unsettled and aggressive behaviours for a period of time.

At times these consumers can also present safety challenges to both team members and other consumers.

We are committed to providing exceptional care for the vulnerable Canberrans who require this service while always striving to keep our team members safe.

In recent weeks, we have arranged for all Dhulwa team members to have increased access to Employee Assistance Program (EAP) critical incident counselling to provide psychological support and wellbeing strategies. Debriefs take place after every occupational violence incident.

Kind regards,


Charlotte Harper | Director, Media

Canberra Health Services | ACT Government

Phone: [REDACTED] Email: charlotte.harper@act.gov.au

Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

 I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

Out of Scope

From: Harper, Charlotte (Health)
Sent: Wednesday, 20 April 2022 2:39 PM
To: MaraisvanVuuren, Julia <Julia.MaraisvanVuuren@act.gov.au>
Subject: RE: Media Request, News Corp, RE: Dhulwa Good Friday incident.

OFFICIAL: Sensitive


Hi Julia, we're in the other Minister's meeting and dealing with the urgent service changes announcements. Once I have those sorted I will come back to this.

I think we'd want to be very careful talking about an individual incident while WorkSafe is investigating.

It would be terrific if you could please send her the audio and Phoebe as well.

Kind regards,

Charlotte Harper | Director, Media
Canberra Health Services | ACT Government
 Phone [REDACTED] Email: charlotte.harper@act.gov.au
 Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

 acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: MaraisvanVuuren, Julia <Julia.MaraisvanVuuren@act.gov.au>
Sent: Wednesday, 20 April 2022 2:33 PM
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Fwd: Media Request, News Corp, RE: Dhulwa Good Friday incident.

Hey Charlotte, do you have a response to the questions Julia has for Cathie?

Best,

Julia Marais-van Vuuren (she/her) | Media Adviser | Minister Emma Davidson and Minister Rebecca Vassarotti [REDACTED]
 p: 02 6205 1589 | e: Julia.MaraisvanVuuren@act.gov.au

Get [Outlook for iOS](#)

From: [REDACTED]
Sent: Wednesday, April 20, 2022 2:29 pm
To: MaraisvanVuuren, Julia <Julia.MaraisvanVuuren@act.gov.au>
Subject: Media Request, News Corp, RE: Dhulwa Good Friday incident.

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Afternoon Julia.

The Australian Nursing and Midwifery Association have alleged a nurse lost a part of his finger during an alleged attack by a patient against him on Good Friday.

I'm eager to get a comment from Emma Davidson about the incident that covers the following questions.

- Were you aware of this incident/ if so when were you notified about the incident?
- Will you launch an inquiry into Dhulwa Mental Health Unit?

Additionally it would be great if i could get a further statement from Cathie O'Neil about this alleged incident. I don't know the best way to contact her.

- Can CHS confirm if this incident on Good Friday took place?
- What actions will CHS take to address this alleged assault?
- The Improvement notice and the prohibition notice which were given to Dhulwa are dated on the 14th, the day before this latest alleged incident. Has Worksafe issued any further notices in relation to Friday's incident?

I've got no hard or fast deadline but i'd like a statement by the end of the day.

Cheers

--

[REDACTED]
 Reporter

Press Gallery Parliament House Suite 117 Canberra ACT 2600

[REDACTED] www.NewsCorpAustralia.com


We acknowledge the Traditional Custodians of the land in all states and territories on which we work and report. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and emerging, and honour their history, cultures, and traditions of storytelling.
 Proudly supporting [1 degree](#), A News Corp Australia initiative.



This message and its attachments may contain legally privileged or confidential information. It is intended solely for the named addressee. If you are not the addressee indicated in this message or responsible for delivery of the message to the addressee, you may not copy or deliver this message or its attachments to anyone. Rather, you should permanently delete this message and its attachments and kindly notify the sender by reply e-mail. Any content of this message and its attachments which does not relate to the official business of the sending company must be taken not to have been sent or endorsed by that company or any of its related entities. No warranty is made that the e-mail or attachments are free from computer virus or other defect.

Out of Scope



 I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: MaraisvanVuuren, Julia <Julia.MaraisvanVuuren@act.gov.au>

Sent: Thursday, 21 April 2022 12:06 PM

To: Canberra Health Services Media <CHSmedia@act.gov.au>

Cc: Harper, Charlotte (Health) <Charlotte.A.Harper@act.gov.au>

Subject: Interview request with 2CC

Hi Charlotte,

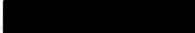
Stephen Cenatiempo (2CC) wants to talk about Dhulwa tomorrow morning over the phone around 7:20 and he is very much driven by the calls for an inquiry, the Opposition's comments that nothing is happening which is why a nurse is now in hospital, and the Opposition's attacks on the Minister – but I think it might be better for maybe someone at CHS to talk through the operational stuff i.e.

- What OV measures have taken place in the past year
- What has taken place in the past few weeks
- Discuss the kind of inquiries that have happened and why we need to establish exactly what the union is exactly calling for, etc.
- More detail around working with WorkSafe ACT to fix these issues

That way he can have some context to what's happening – if he then wants to talk to the Minister and have the political conversation, he has that background information. What do you think?

Julia Marais-van Vuuren (she/her)

Communications Adviser | Minister Emma Davidson and Minister Rebecca Vassarotti

 e: Julia.MaraisvanVuuren@act.gov.au

<https://greens.org.au/act/assembly>



Out of Scope



From: Minister Emma Davidson, MLA <MinisterEmmaDavidsonMLA@act.gov.au>
Sent: Thursday, 21 April 2022 3:31 PM
To: CHS DLO <CHSDLO@act.gov.au>
Subject: FW: Minister request to visit Dhulwa next week

So sorry Kerry, of course I meant to send this to the DLO in-box!

Toni

From: Minister Emma Davidson, MLA
Sent: Thursday, 21 April 2022 10:02 AM
To: Hunter, Kerry (Health) <Kerry.Hunter@act.gov.au>
Subject: Minister request to visit Dhulwa next week

Hi Kerry,

Min Davidson would like to arrange a visit to Dhulwa next week – are you the correct person to contact?

Friday 29th sometime between 11 and 2:30 is currently available, otherwise Emma's diary is pretty full – possibly Thursday 28 1pm -2 pm or Tuesday 11am -12 pm.

Let me know the best way to proceed.

Thank you!

Toni

Toni Dawes (she/her) | Office Manager and Murrumbidgee Electorate Outreach

Office of Emma Davidson | ACT Greens Member for Murrumbidgee

Ph: 6205 1941 [REDACTED] E: davidson@act.gov.au

(I am usually in the office Wednesdays and Thursdays: Ms Taylor Wiggins is the Office Manager on Mondays, Tuesdays and Fridays)