

Safety and security for patients and the community

The safety and security of patients, staff and the Canberra community—without compromising patient privacy and dignity — has been paramount in the design of Dhulwa.

Patient safety

Patients will be able to lock their rooms should they wish to secure their belongings, or have privacy. However, staff can override bedroom locks if needed to ensure patient safety.

Items that might compromise patient wellbeing, such as drugs, tobacco or alcohol, weapons or sharps, and electronic devices will not be allowed in the facility.

Consumers, staff, visitors and contractors will have to comply with the units security procedures – including an identification process and being electronically scanned for unauthorised items.

Staff safety

Clinical staff have been trained in de-escalation techniques and on strategies to prevent and manage disturbed behaviours and aggression or violence.

All staff wear a personal duress alarm system to support communication throughout the unit and to request assistance in the event of an incident and for emergency.

Community safety

Dhulwa is a facility that features state-of-the-art security technology, 24-hour security personnel and secure fencing around the perimeter to prevent people from leaving or entering the facility unlawfully.

In line with best practice, the fencing has been designed to avoid injury to anyone who might try to overcome it.

Vehicles transporting patients, those delivering goods, and emergency services will all enter the facility through a controlled entry point.

Staff and visitors will enter through a secure reception area that uses biometric scanning technology and is staffed seven days a week. Visitors will also be required to leave personal items in lockers before entering the facility.

In addition, clinical staff have been specially trained in security to build trust and understanding with patients, and identify potential security breaches so they can intervene before major problems develop.

Accessibility

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