



Safewards
ACT

SAFWARDS PROGRAM

10 ACTIONS WE CAN DO



Clear mutual expectations: clients and staff agree on behaviour that is expected when on the inpatient unit.



Know each other: staff give information about themselves that they are happy to share (e.g. favourite TV show, hobbies, pets). Clients are also encouraged to share these.



Soft words: visual clues for staff about sensitive and respectful communication.



Talk through: staff use their communication skills to help clients calm down when they are upset, agitated or distressed.



Bad news mitigation: making sure that staff are aware when clients have or may receive bad news, and make sure they are offered support and a quiet place to express their feelings.



Calm down: a box of items that clients can use to feel calmer and more relaxed.



Reassurance: debriefing about incidents with clients in a group or one-on-one.



Positive words: staff focus on client strengths using positive words during clinical handover.



Discharge messages: a display of positive and helpful messages written by clients and their carers before discharge.



Mutual help meetings: regular meetings on the unit where clients and staff are encouraged to identify ways of helping and supporting each other.

Note some of these can be modified to suit the work area



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