



**ACT**  
Government

**ACT Health**

# Nurses and Midwives Towards a Safer Culture A year in review- 2021



Presented by: NM TASC Team

# The NM TASC Journey so far

## PHASE 1: DISCOVER and DEVELOP

## PHASE 2: LAUNCH and IMPLEMENT

## PHASE 3: EMBED

2016

ANMF advocated a review of workplace safety.

Parliament Agreement for the 9th Legislative Assembly for ACT committed to develop a safety strategy for nurses and midwives.

2017

Phase 1 Consultation with Nurses and Midwives

Areas to be addressed include recognition and mitigation of workplace risks, resource allocation, safety benchmarks, workplace design, policy and education

2018

The Nurses and Midwives, Towards a Safer Culture Strategy developed.

Strategy endorsed by Former Minister for Health and Wellbeing and Minister for Mental Health.

Project Officers appointed

2019

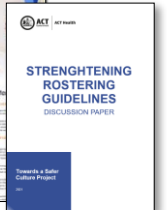
Development of Priority Action resources commenced



2020



2021



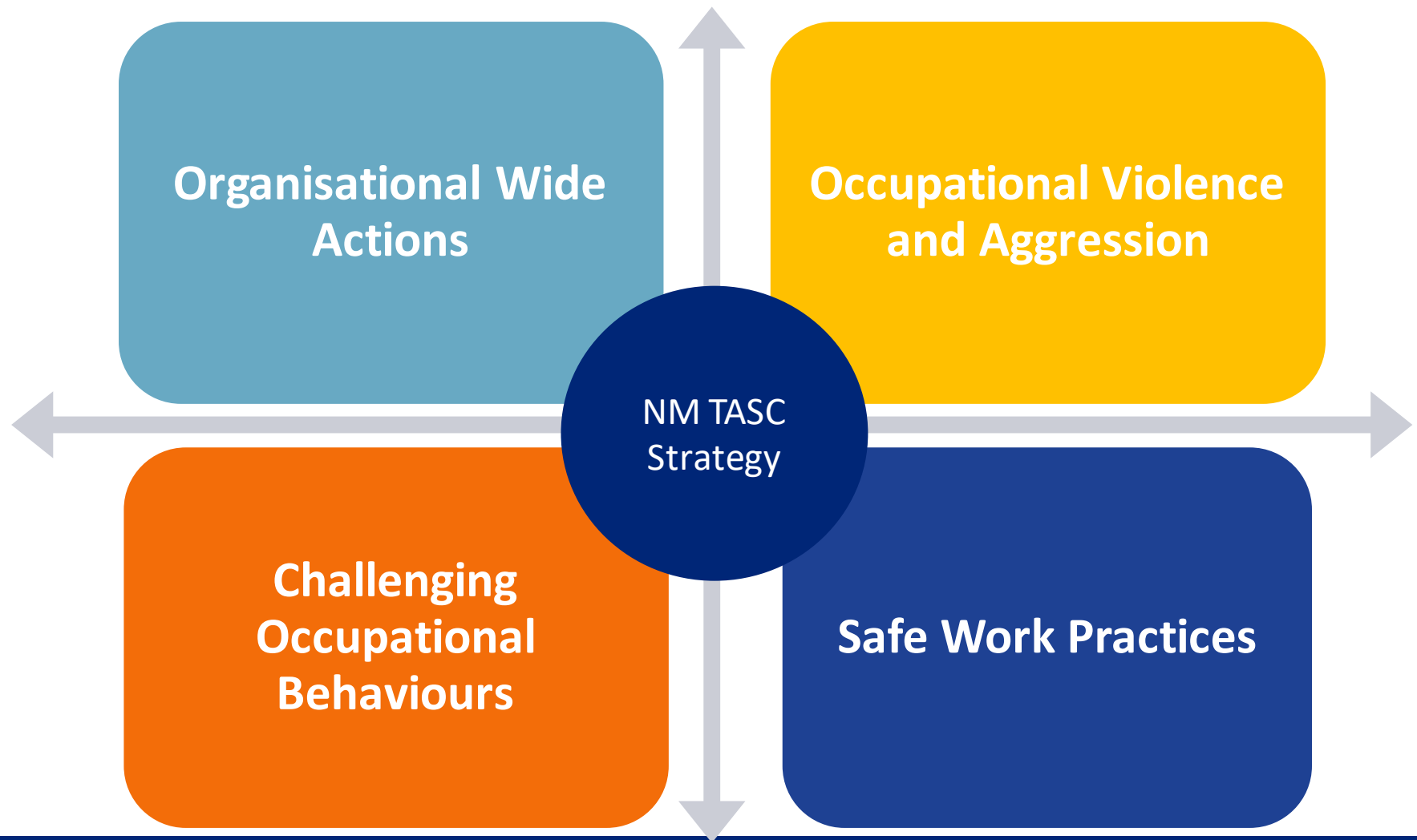
2021 >



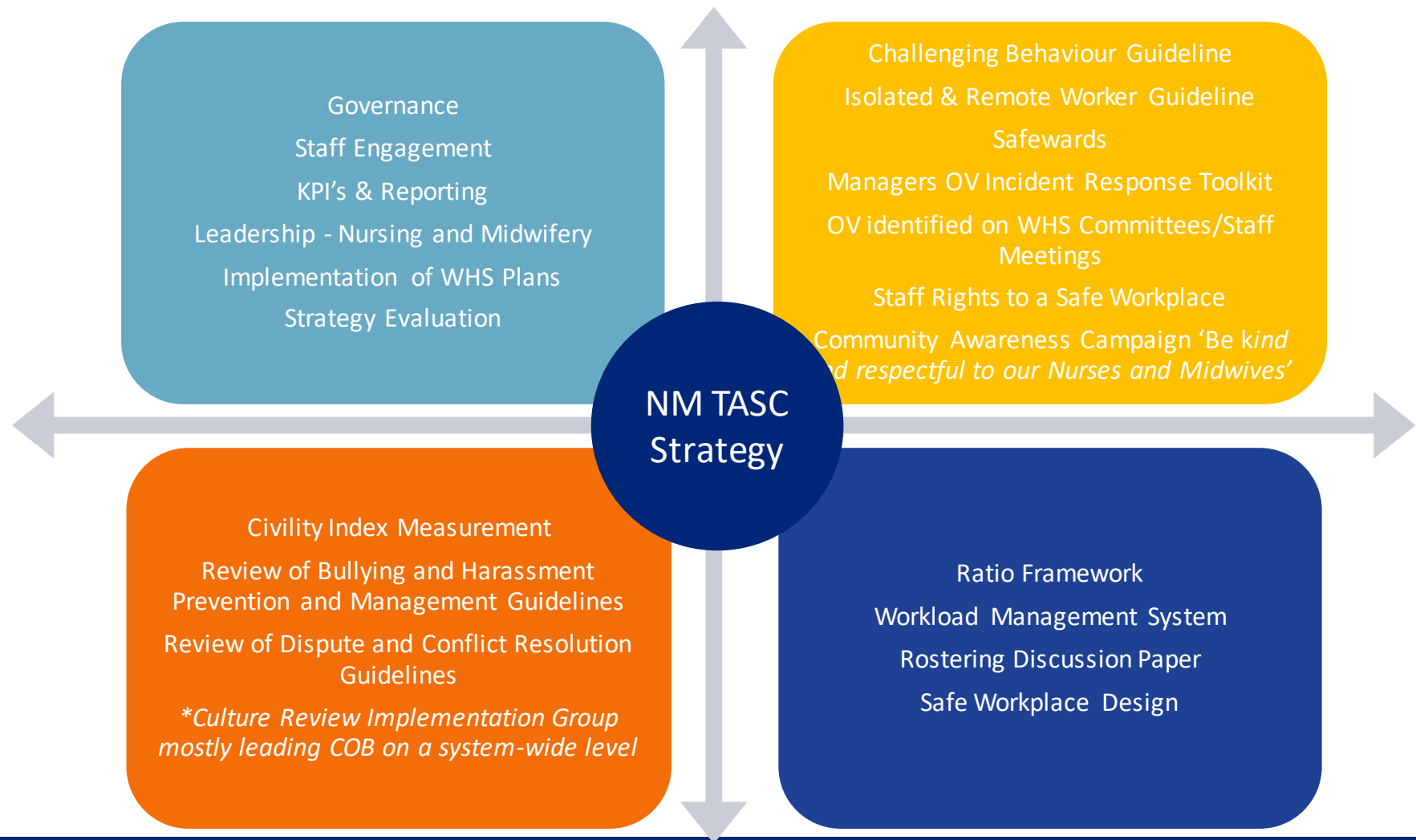
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## NM TASC 4 Pillars



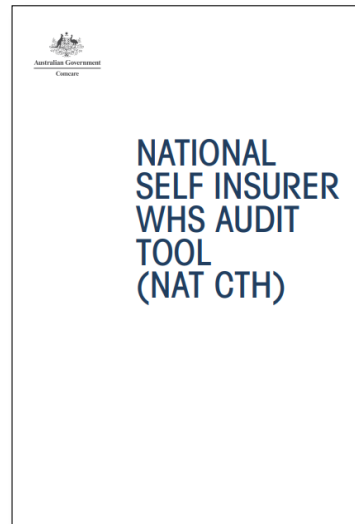
# NM TASC 4 Pillars Unpacked



# January 2021

78%

- PA under development included:
  - Staff Rights to a Safe Workplace (endorsements, promotion and dissemination across CHS, Calvary and ACTHD)
  - Post OV Follow Up (Toolkit)
  - Isolated and Remote Worker Guideline (broad consultation)
  - Rostering and Leave Allocation- ACT Vacation Student (scoping work- lit review)
  - Embedding Safe Workplace Design
- Recruitment Discussion
- *Items for Decision*- Sought endorsement of PA 3 Milestone Report and recommendation to close PA 3 as completed, noting a WoG process for auditing under the National Self Insurer WHS Audit Tool (NAT CTH).
  - 2019 Audit Against the National Self Insurer WHS Audit Tool.
  - ACT Government achieved conformance 70%
  - CHS achieved conformance of 89% of the criteria.
  - against the audit criteria (5 elements/108 Criteria).
  - Calvary is also a self-insurer and was due to be audited against using the Tool in 2020.



### Nurse and Midwives: Towards A Safer Culture Steering Committee Meeting Paper

Agenda Item:	5.1
Topic:	Update on Priority Action 3-Implementation of the WHS Strategy
Meeting Date:	29 January 2021
Action Required:	Decision and <u>Noting</u>
Action Officer:	Louise Botha
Cleared by:	Anthony Dombkins,
Presenter:	Meg Bransgrove

**Purpose**

1. To provide the Nurses and Midwives: Towards a Safer Culture (NM TASC) Steering Committee member an update on information relating to Priority Action 3 Implementation of Work Health Safety (WHS) Strategies

**Background**

2. The Nursing and Midwifery: Towards a Safer Culture – The First Steps Strategy (the Strategy) outlines a vision of an ACT public health care system where staff, patients and visitors are protected from harm and feel safe at all times. The Strategy makes recommendations for creating a safer and healthier environment for all staff and persons who enter ACT public health workplaces.

**Issues**

3. As outlined in the *Nurses and Midwives Towards a Safer Culture Milestone Report Priority Actions 3,10,11&12* all three organisation can show evidence that they are implementing their own WHS Strategic Plan (or similar). The Steering Committee on 25 November 2020 endorsed the Project Team to commence working on the recommendations listed in the Milestone Report.
4. The report included the recommendation that evidence be requested from Chief Ministers, Treasury and Economic Development Directorate that auditing addresses the requirements in this priority action. This recommendation was challenged as Canberra Health Services WHS indicated a whole of Government auditing framework is already in place against the *National Self Insurer WHS Audit Tool (NAT CTH)*. National Self Insurer WHS Audit Tool in Attachment A in Meeting Papers for Reference

Nurse and Midwives: Towards A Safer Culture Steering Committee Meeting Date: ## December 2020 Page 1 of 3

# January 2021- Safewards Launch

- Minister for Health, Rachel Stephen-Smith formally launched the ***Trial of the Safewards model and intervention into ACT public health services*** (15 January 2021)
- *Local launch celebrations*
- Stepped approach to implementation
  - Executive Ambassador Leadership
  - Adaptable and dynamic to delivery a mixed mode of training and education
  - Safewards Community of Practice (CoP)
  - Development of implementation planning and resources
  - Evaluation approach

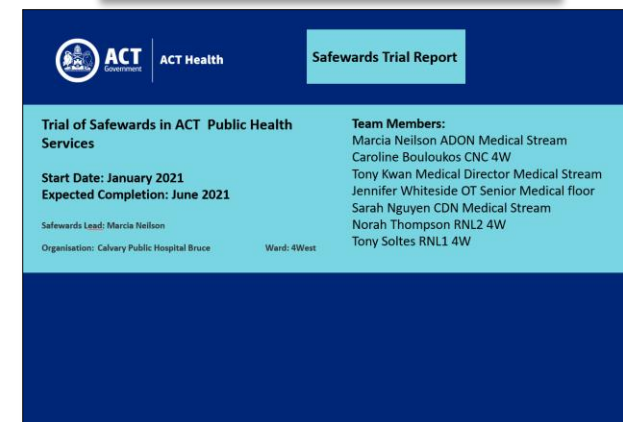
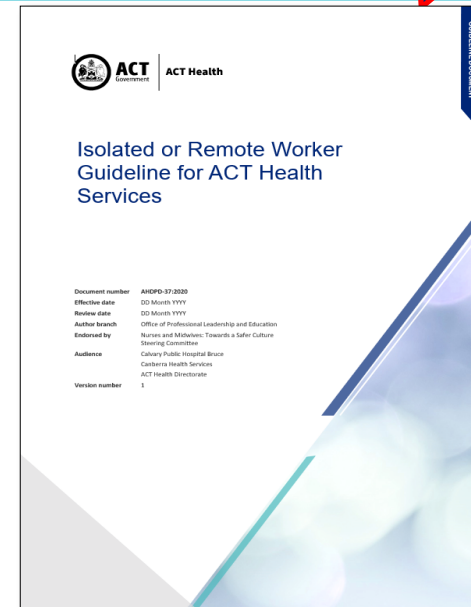




# February 2021

81%

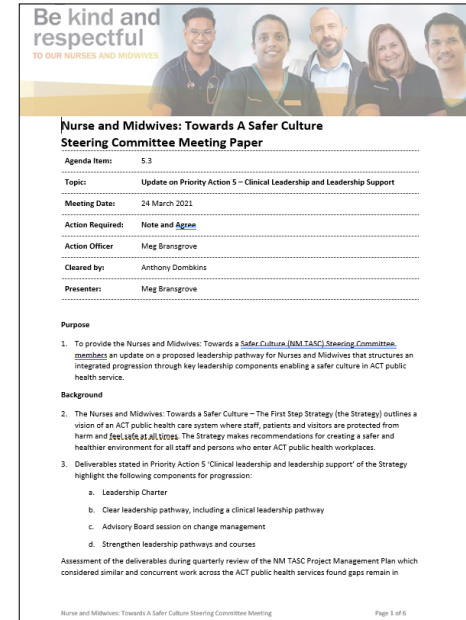
- Safewards
  - Focus Group Interview and Topic Guide, Information and Consent Sheet..
  - Status Reports
  - Intranet Content Updates
  - CoP
  - Weekly Updates (2 sided newsletter)
- National Nursing Now Forum Abstracts
- Communication Strategy Reach Results (1<sup>st</sup> Burst of Activity ~ September 2020- February 2021)
- Staff Movement
  - Clare Williams 8 February 2021 (Assistant Project Officer)
  - Meg Bransgrove (Senior Project Officer)
- *Items for Decision*
  - *Isolated and Remote Worker Guideline\* (quorum not reached)*



# March 2021

85%

- Policy Design and Evaluation Team, CMTEDD
- Broad Consultation Conducted- Strengthening Rostering and Leave Allocation
- Embed Safe Workplace Design
  - CHS Infrastructure and Health Support Services (IHSS) Capital Projects governing documents.
- Safewards
  - Wins, barriers reported across trial sites
  - Focus Group sessions times confirmed
  - Safewards Roadshow Event confirmed from 27-30 April 2021. Purpose to brief stakeholders on the Safewards model, progress of the trial to date.
- *Items for Decision*
  - **Isolated and Remote Worker Guideline**- endorsed Guideline
  - **Evaluation approach of the Strategy**-endorsed PDE Team to draft an evaluation approach
  - **Clinical Leadership and Leadership Support**- endorsed Leadership Pathway Concept to conduct broad consultation

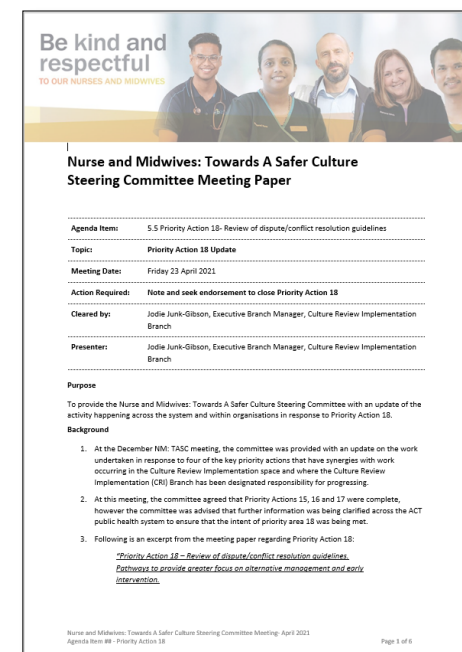
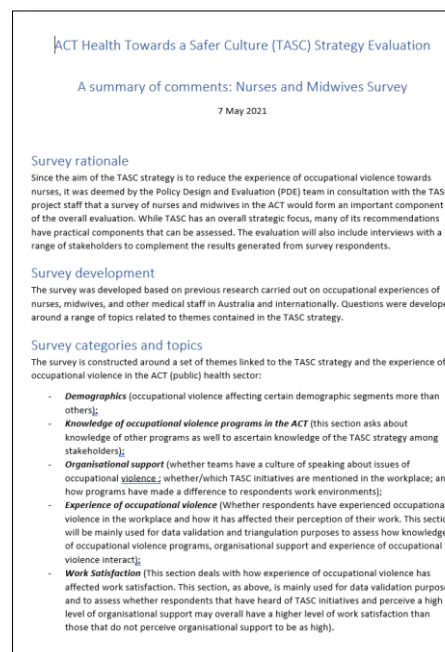




# April 2021

89%

- Farewell- Meg Bransgrove- joined the ACT Minister for Health Office as an Advisor
- Welcomed Ruth King- OV Managers Toolkit
- Internal Staff Questionnaire and External Canberra Community Questionnaire circulated out of session' to TASC Steering Committee members seeking endorsement.
- Rostering Discussion Paper circulated out of session seeking final feedback by TASC Steering Committee members.
- **Items for Decision**
  - **Project Management Plan (PMP)- endorsed**
  - **Clinical Leadership and Leadership Support- endorsed Leadership Pathway Concept to conduct broad consultation**
  - **Review of Conflict Dispute/Resolution Guidelines (PA18)- (CRIB)- endorsed and closed.**



# April 2021- Safewards Roadshow- Celebrating Success!



# Trial Sites Presentation on their Safewards Journey

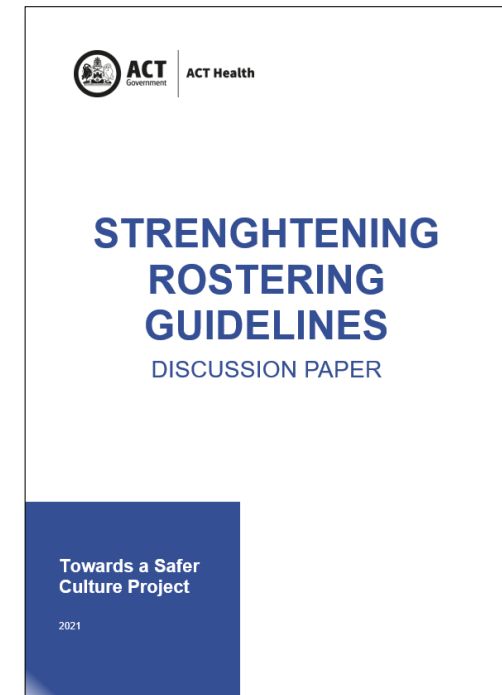
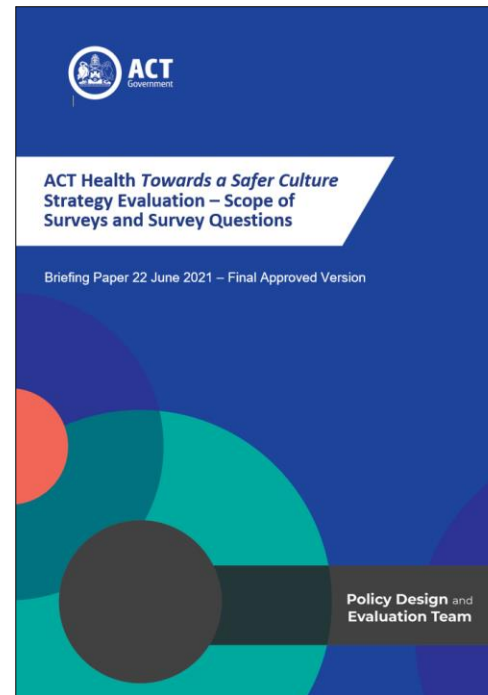




# May 2021

92%

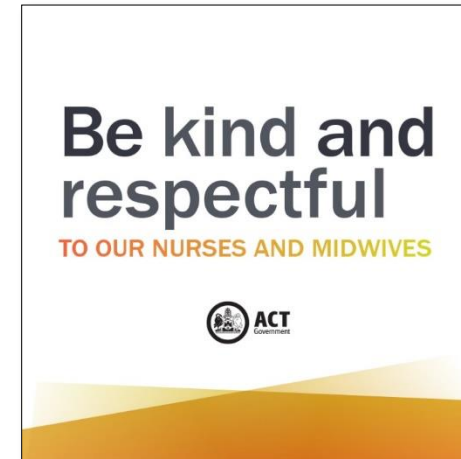
- 'Patient Mandate on Acceptable Behaviour'- agreement of TASC Steering Committee to develop the concept, as a system wide piece of work to provide consistency of messaging to the Canberra Community.
- Request for the PDE Team to present a Scoping Paper to provide clarity on the evaluation survey instruments under development to inform the TASC Strategy Evaluation
- Targeted consultation with the ACTHD CRIB and Communications and Engagement Team on the TASC Strategy Survey Instruments
- Safewards
  - Journal Questions and Focus Groups facilitated
  - Additional resource AMHU- TASC Support
- **Items for Decision**
  - **Increased OV Visibility across organisations and targeted strategies to prevent OV- noted Meeting Paper and its recommendation\*\*\*\***
  - **Rostering Discussion Paper- endorsed Discussion Paper**



May 2021

## “Be kind and respectful to our nurses and midwives”

- Strategic community awareness campaign using a strong storytelling approach to *inspire* understanding and *engage* emotions.
- Builds on the community’s appreciation for the *valuable* work nurses and midwives do
- Educating about unacceptable behaviour and the *impact* it has on service provision.
- Tactics used Sept 2020- July 2021



# Key Messages

## 1. Be kind and respectful of our nurses and midwives

## 2. Some behaviours, while they do not physically connect, are still violent and aggressive

*aggressive body language*

*rude gestures*

*banging fists on a desk*

*standing in the way*

*shouting*

*name calling and swearing*

## 3. Violent behaviours make work unsafe and scary

*hitting*

*choking*

*spitting*

*kicking*

*scratching*

*throwing things*

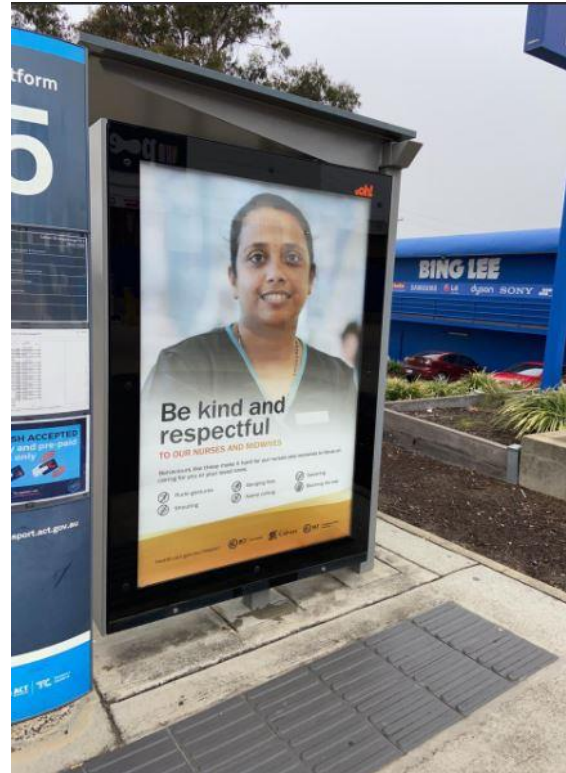
## 4. They make it hard for our nurses and midwives to do their job and care for you





# Campaign Reach

- Radio
  - Recorded/live ads Canberra/surrounding regions radio
  - Hit 104.7 (81, 084),
  - Mix 106.3 (108, 823),
  - LEBA Radio (don't provide reach statistics)
- Social Media
  - **Burst 1** Dec 2020/Jan 2021 (116,069)
  - **Burst 2** Feb-April 2021 (109,409)
  - **Burst 3** May/June 2021 (113,561)
- Bus
  - 4 x full back of bus wraps
  - 270 x bus interiors on entire ACTION bus fleet
  - 27 x bus shelters



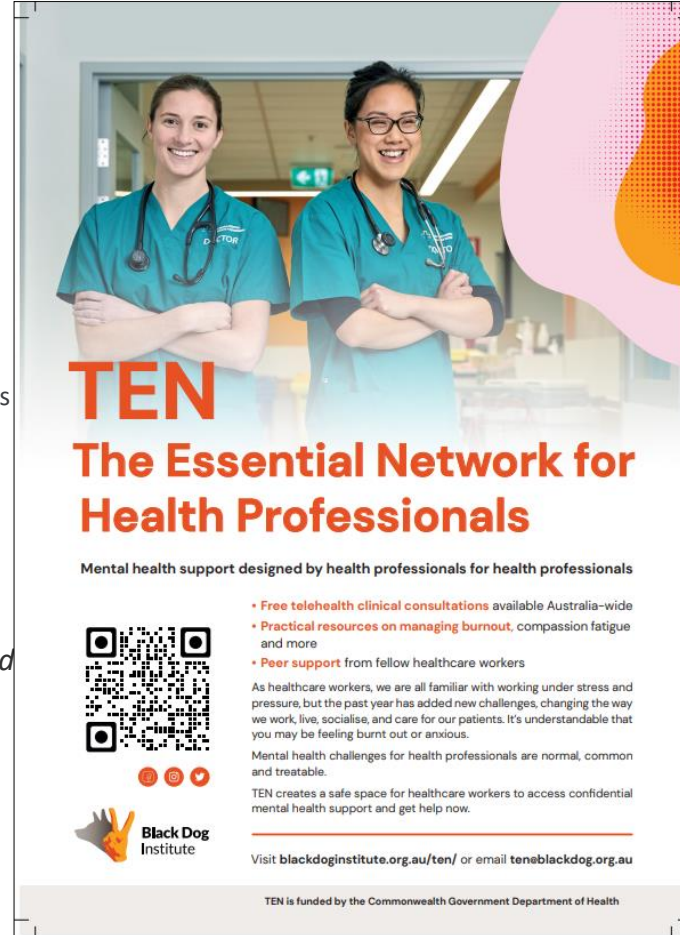
*Literally taking our campaign on the road!*

# June 2021

94%

- Black Dog Institute of TEN planned for Monday 28 June 2021\*
- DDG Briefed on Rostering Discussion Paper
- Leadership Charter broad consultation closed 18 June 2021
- Safewards
  - Interest generating across CHS and CPHB
  - Resources to support implementation
  - Contractual Arrangement discussions re financial implications for broader implementation- Calvary
- *Items for Decision*
  - **Post OV follow up-** endorsed to conduct broad consultation
  - **Embed Safe Design in all Workplace Designs –** Meeting paper and documents (report on completed work)
  - **Evaluation Strategy approach-** endorsed

Lock down commenced late June 2021 in the Greater Sydney Region and Victoria.



**TEN**  
The Essential Network for Health Professionals

Mental health support designed by health professionals for health professionals

• Free telehealth clinical consultations available Australia-wide  
 • Practical resources on managing burnout, compassion fatigue and more  
 • Peer support from fellow healthcare workers

As healthcare workers, we are all familiar with working under stress and pressure, but the past year has added new challenges, changing the way we work, live, socialise, and care for our patients. It's understandable that you may be feeling burnt out or anxious.

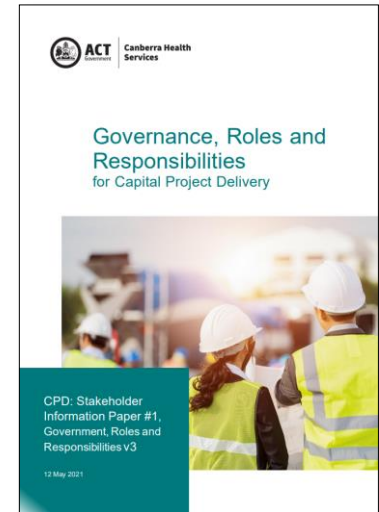
Mental health challenges for health professionals are normal, common and treatable.

TEN creates a safe space for healthcare workers to access confidential mental health support and get help now.

Visit [blackdoginstitute.org.au/ten/](https://blackdoginstitute.org.au/ten/) or email [ten@blackdog.org.au](mailto:ten@blackdog.org.au)

TEN is funded by the Commonwealth Government Department of Health

Black Dog Institute

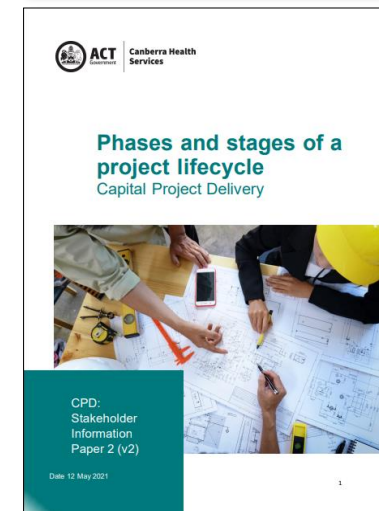


ACT Canberra Health Services

Governance, Roles and Responsibilities for Capital Project Delivery

CPD: Stakeholder Information Paper #1, Government Roles and Responsibilities v3

12 May 2021



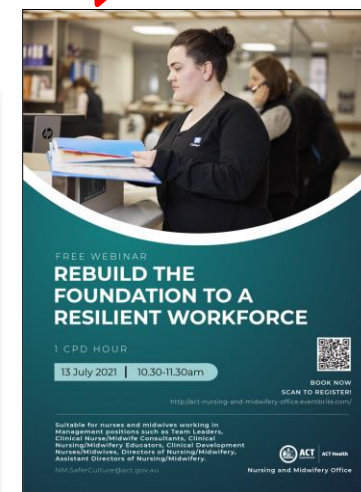
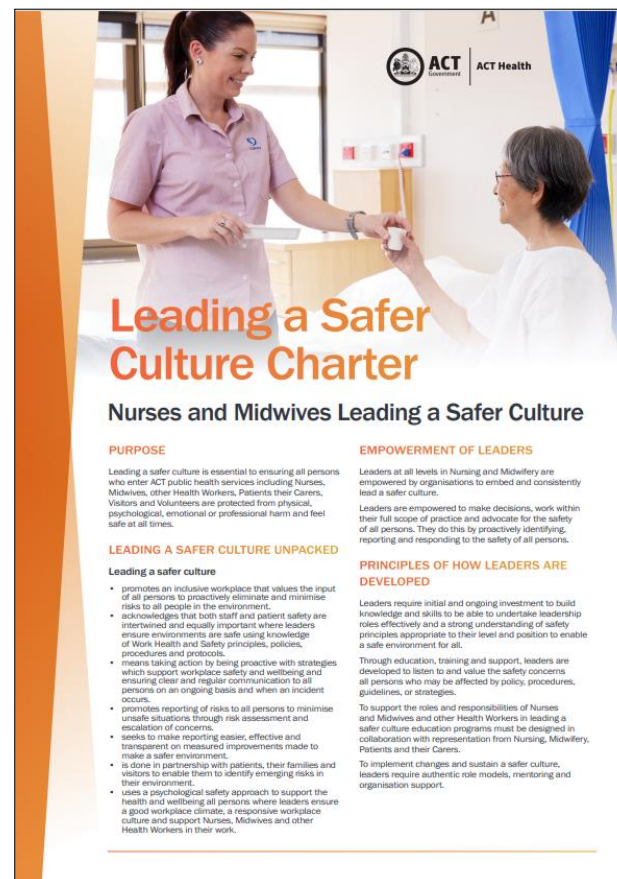
ACT Canberra Health Services

Phases and stages of a project lifecycle  
Capital Project Delivery

CPD: Stakeholder Information Paper 2 (v2)

Date: 12 May 2021

- Advisory Board Webinars facilitated
- Request for data 2019/2020 Financial Year
- Managers OV Factsheet under development led by WHS Assistant Director, ACTHD
- TASC Strategy Evaluation presentation provided by PDE Team
- Australian College of Nursing, scoping review OV Position Statement
- **Items for Decision**
  - **Leadership Charter- endorsed**
  - **Patient Mandate on Acceptable Behaviour-endorsed to conduct broad consultation**





- *Update on TASC Strategy Evaluation*
- *Managers OV Factsheet under development*
- *Safewards Post Implementation Review under development*
- ***Items for Decision***
- *Quorum not reached, however successfully sought of out session for the following items:*
  - ***Leadership Charter***
  - ***TILT OV Campaign Performance Report***
  - ***Patient Mandate on Acceptable Behaviour-endorsed to conduct broad consultation***

***TASC Project Lead- ACT Health COVID-19 response.***



## September – October 2021


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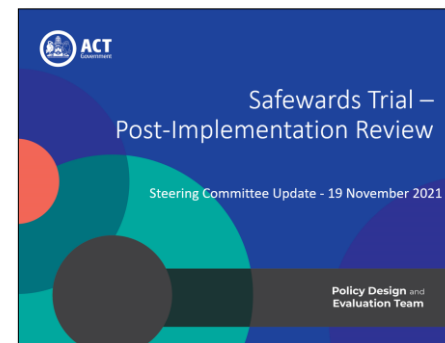
- TASC Steering Committee Quorum not reached for the September and October 2021 meeting, due to the ACT public health system responding to the COVID-19 Delta outbreak.
- TASC Project Lead redeployed to assist the ACTHD COVID-19 response
- However, work still progressed on the:
  - Managers OV Incident Response Toolkit and associated Factsheets
  - Statement of Mutual Expectations
  - TASC Strategy Evaluation
  - Safewards Model of Care in the ACT Post Implementation Review

# November 2021

95%

- Key Health Infrastructure stakeholders
- Initial discussions with the CRIB to partner in establishing a system-wide data dashboard and regular reporting against measures of culture/OV.
- Isolated and Remote Work Guideline
- Stakeholder formal correspondence re Ongoing Investment and Engagement:
  - Minister for Health
  - Minister for Mental Health
  - ACTHD DG
  - CHS CEO
  - Calvary GM
- **Items for Decision**
  - **TASC Steering Committee ToR- endorsed**
  - **Safewards Model of Care Trial in the ACT Post-Implementation Review- noted**
- **Endorsed out of session on the 30 November 2021:**
  - **A Review of Nursing and Midwifery Staffing Models**
  - **Strengthening Rostering Guidelines Discussion Paper**
  - **Nurses and Midwives Towards a Safer Culture Review of Schedule 8**

 <b>ACT Health</b> <b>TERMS OF REFERENCE</b> Nurses and Midwives: Towards a Safer Culture the First Step Steering Committee (TASC SC)	
<b>Role</b>	The Nurses and Midwives: Towards a Safer Culture Steering Committee (Steering Committee) provides leadership and oversight of the ACT Health Directorates (AHD's) implementation of the Nurses and Midwives: Towards Safer Culture – The First Step – Strategy.
<b>Functions</b>	<ul style="list-style-type: none"> <li>• Monitor the implemented project deliverables, timeframes and key milestones;</li> <li>• Request progress reports and agree on appropriate responses to facilitate progress of the project;</li> <li>• Support, promote and enable the implementation of the outstanding priorities of the Strategy through active participation, decision making and provision of key information as required;</li> <li>• Drive sustainability of the TASC Project through monitoring and evaluation of the progress of implementation and change process; and</li> <li>• Provide expert advice to the facilities as required.</li> </ul>
<b>Values and Behaviours</b>	Participation and engagement in the Steering Committee will reflect organisational values and the commitment to collaborating within strong governance frameworks. Members will display signature behaviours including: <ul style="list-style-type: none"> <li>• Accountable, transparent, decision-making;</li> <li>• Genuine and respectful engagement with colleagues within the Directorates, across the ACT Public Service and the Health System and with community members;</li> <li>• Open sharing of information to improve the delivery of services, to enable good governance, quality and accurate reporting and the development of evidence-based policies and programs; and</li> <li>• Innovative improvement of systems and services to achieve safe and effective person and family-centred care.</li> </ul>
<b>Steering Committee Membership</b>	The Steering Committee Members comprises of the following representatives: <ul style="list-style-type: none"> <li>• ACT Chief Nursing and Midwifery Officer, ACT Health Directorate (AHD) (Chair);</li> <li>• Executive Branch Manager-Culture Review Implementation Branch, AHD;</li> <li>• Australian Nursing and Midwifery Federation (ANMF) Representative;</li> <li>• Director Work Health Safety, Canberra Health Service (CHS);</li> <li>• Director Work Health &amp; Safety, Calvary Public Hospital/Bruce (CPHB);</li> <li>• Assistant Director Work Health and Safety, AHD;</li> <li>• Executive Director of Nursing &amp; Midwifery, CHS;</li> </ul>

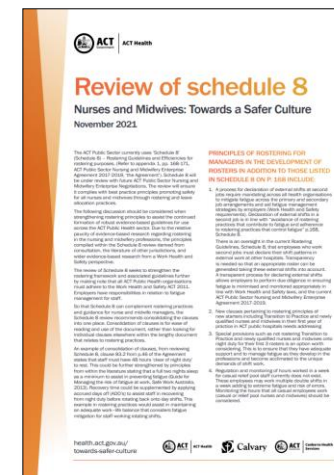
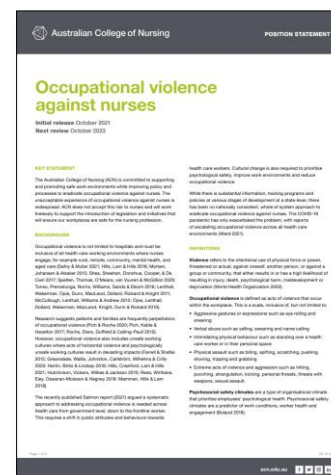
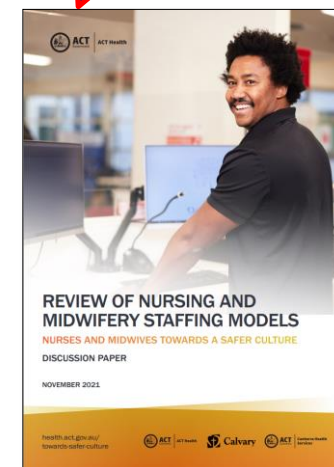
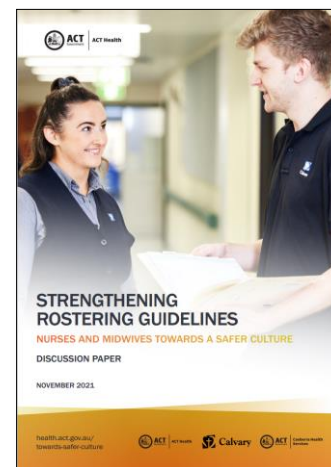




# December 2021

93%

- ACT Health Communications and Engagement Activities:
  - Managers OV Incident Response Toolkit
  - Statement of Mutual Expectations
  - Intranet/Internet Updates
  - “Be kind and respectful to our nurses and midwives” community awareness campaign-extension
- Safewards Roadshow Event (February 2022)
  - Brief on the Safewards Review Findings and presentations on Safewards research opportunities, “Pathways to Safewards” and resource development
- *Items for Decision*
  - **TASC Strategy Evaluation**- noting
  - **Priority Action 21- Strengthening Rostering and Leave Allocation Guidelines**- noting of final formatting of documents



# Resources & Contact Details

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## Resources

### Nurses and Midwives: Towards a Safer Culture

- [Towards a Safer Culture | Health \(act.gov.au\)](#)
- [Towards a Safer Culture \(sharepoint.com\)](#)
- [Safewards \(sharepoint.com\)](#)
- [Safewards | Health \(act.gov.au\)](#)

### Community Awareness Campaign

- [Be kind and respectful to our nurses and midwives | Health \(act.gov.au\)](#)

## Contact Details

Patrice Murray, Senior Mental Health Project Officer

Ruth King, Senior Project Officer

Kylie Robson, Assistant Project Officer

# Questions?

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