

Challenging behaviour – from ambulance to bedside

Workshop resource list

31 May 2018

SafeWork SA

*WHS Act 2012 (SA) s4 Definitions:
health means physical and psychological health*

- *Work Health and Safety Act 2012 (SA)*
- *Work Health and Safety Regulations 2012 (SA)*
- Code of Practice: Work health and safety consultation, co-operation and co-ordination
- Code of Practice: How to manage work health and safety risks
- Code of Practice: Managing the work environment and facilities
- Work-related violence: preventing and responding to work-related violence

Safe Work Australia

- Preventing psychological injury under work health and safety laws Fact Sheet
- Taking Action: a best practice framework for the management of psychological injury claims for the Australian workers' compensation sector

ReturnToWork SA

- Mentally Healthy Workplaces
- Creating a Mentally Healthy Workplace
- Tools and resources for a mentally healthy workplace
- Mentally healthy workplaces case studies

- Return to work coordinator support service
- The Health Benefits of Work (A4 flyer)
- Managing Psychiatric Injuries

SA Health

- Challenging behaviour strategy
- Taking Care of Challenging Behaviour within SA Health (video)
- Challenging Behaviour Toolkit

Tool 1: Quick guide to policy and legal information relating to challenging behaviour

Tool 2: Hazard identification and risk assessment for challenging behaviour

Tool 3: Example Terms of Reference for a health service Challenging Behaviour Prevention and Response committee

Tool 4: Clinical guidelines and additional resources

Tool 5: Education and training framework

Tool 6: Guide to reporting and review of challenging behaviour incidents

Tool 7: Evaluation and metrics

- Map of documents and tools for Challenging Behaviour and Restrictive Practices
- How to report an incident involving challenging behaviour to Safety Learning System (SLS)
- Infographic: Taking care of challenging behaviour

- Fact sheet: Taking care of challenging behaviour
- Fact sheet: Challenging Behaviour, Violence and Aggression Worker Support
- Preventing and responding to challenging behaviour
- eLearning course: Challenging Behaviour
- Policy Directive: Compliance is mandatory
- Policy Guideline: Preventing and Responding to Challenging Behaviour, Violence and Aggression
- Keep your hands off our Ambos! (infographic)
- Keep your hands off our Ambos! (poster)
- Keep your hands off our Ambos! (video)
- Waiting is not an emergency (infographic)
- Waiting is not an emergency (video)

WorkSafe Victoria

- Prevention and management of violence and aggression in health services
- WorkSafe Campaign: health care sector: It's Never Ok
- Aged Care (video)
- Nursing (video)
- Paramedics (video)
- Violence and aggression against healthcare workers brochure
- Case study brochure

Community and employer posters

- Community posters
- Employer posters
- Powerpoint template – to stimulate discussion in your workplace

Campaign imagery – screen savers, waiting room televisions, website

- Aged care image
- Nursing image
- Paramedic image
- Combined health services image

Campaign imagery – social media

- Combined health services Facebook image
- Aged care Facebook image
- Nursing Facebook image
- Paramedic Facebook image
- Email signature
- It's never OK eNewsletter examples

Other resources

- Occupational Violence and Aggression (OVA) Incident Investigation Tool

Health Victoria

Department of Health and Human Services (DHHS):

- Worker health and wellbeing in Victorian health services
- Framework for preventing and managing occupational violence and aggression
- Guide for violence and aggression training in Victorian health services
- Mental Health Triage Service on **13 14 65**

Dementia Australia

National Dementia Helpline for information and support. Available 9.00am to 5.00pm Monday to Friday excluding national public holidays.

Tel: **1800 100 500**

Email: helpline.nat@dementia.org.au

Dementia Australia SA

27 Conyngham Street, Glenside SA 5065

Tel: **8372 2100**

Fax: 8338 3390

Email: Dementia Australia SA

University of Tasmania

Understanding dementia is a free 9-week online course that builds upon the latest in international research on dementia. The course covers all aspects of dementia including basic brain anatomy, pathology, dementia research, risk factors, symptoms, diagnosis, medical management, living with dementia, progression and staging, palliation, behaviours and therapeutic approaches.

Dementia Training Australia

Dementia Training Australia (DTA) is funded by the Federal Government to provide dementia education and training across Australia.

Courses include:

- Bedtime to Breakfast – Caring At Night For People With Dementia
- Management of Antipsychotic Medications for Responsive Behaviour in Residential Aged Care
- Community Care and Dementia – Responsive Behaviours
- Community Care and Dementia – Understanding the Condition
- Dementia Essentials – Nationally accredited face-to-face 3-day course for staff working with people living with dementia.

Dementia Centre for Research Collaboration – BPSD Guide App

- **iOS:** BPSD Guide: Managing Behavioural and Psychological Symptoms of Dementia
- **Android:** BPSD Guide: Managing Behavioural and Psychological Symptoms of Dementia

Dementia Support Australia

Dementia Support Australia (DSA) is a national service, supported by funding from the Australian Government under the Dementia and Aged Care Services Fund, which administers Dementia Behaviour Management Advisory Service (DBMAS) and Severe Behaviour Response Teams (SBRT). The Dementia Support Australia team is available via phone on **1800 699 799**.

Cognitive Decline Partnership Centre

The NHMRC Partnership Centre: Dealing with Cognitive and Related Functional Decline in Older People (Cognitive Decline Partnership Centre) aims to improve the lives of people with dementia by developing, communicating, and implementing research that improves care. Translating research into practice. The diverse program of research includes:

- Development of the first Clinical Practice Guidelines for Dementia in Australia
- Advance care planning: how it is different for people with dementia
- Embedding the care of the Confused Hospitalised Older Person (CHOPs) program across hospitals in NSW and beyond
- More CDPC research activities

beyondblue

Learn more about anxiety and depression, or you or your employee can talk any issues through with their free support service. Phone **1300 22 4636** or visit their website to email or chat online.

Heads Up

Heads Up supports Australian businesses to create more mentally healthy workplaces. Access a wide range of resources, information and advice for all employees and create a tailored action plan for your business.

Suicide and crisis support

If you or an employee is in an emergency, or at immediate risk of harming yourself or others, please contact emergency services on **000**.

To talk to someone now, call these 24 hour support services:

- Suicide Call Back Service **1300 659 467**
- Lifeline on **13 11 14**