

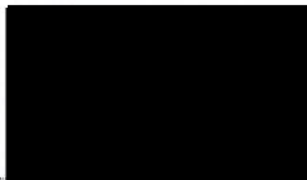
Annexure

No. 11 of 2022

Northern Territory of Australia
In the Coroner's Court
At Darwin

Inquest into the death of Kumanjayi Walker

This is the annexure marked "**Annexure DR-5**" referred to in the affidavit of David Reeve dated 28 September 2022.



Signature of witness

Temporary Withdrawal of Health Service for Staff Safety PHC Remote CAHS Guideline

Target Audience	All Employees
Jurisdiction	Primary Health Care Remote CAHS
Jurisdiction Exclusions	N/A
Document Owner	Kerrie Simpson Atlas Development Officer Primary Health Care Remote CAHS
Approval Authority	Chair Primary Health Care Executive CAHS
Author	PHC Quality and Safety Team

The attributes in the above table will be auto-filled from the PGC System. Do not update in this document.

Purpose

To provide Primary Health Care Remote CAHS staff with a guideline on the processes to be followed in the event of the temporary withdrawal of the health services in a remote community due to staff safety.

Guideline

There are occasions within Primary Health Care (PHC) where service delivery may be temporarily withdrawn. Temporary withdrawal of health services is the temporary, but formal cessation of PHC providing a health service to a given community.

This may occur when PHC cannot ensure the safety of staff in the community.

In the event of a formalised temporary withdrawal of service, PHC will continue in its obligation to assist with emergency interventions in conjunction with emergency service providers such as Royal Flying Doctor Service (RFDS) or St John Ambulance.

Procedure

Decision Making

Staff making the decision to leave a community due to serious concerns about their immediate safety is fully supported by PHC Management.

Outside of this context, local level staff should not be the sole decision makers for a withdrawal of service from the community and must comply with any management decision regarding temporary withdrawal of service.

Based on the ability to ensure staff safety PHC management team, in conjunction with objective information from health centre staff will consider the full withdrawal of all resident staff including visiting services. Emotional and logistical needs of the staff shall be considered and managed within this discussion.

Specific considerations for withdrawal of services include but not limited to:

- are PHC staff safe in the community?
- are PHC staff at risk of harm?
- has a documented [risk assessment](#) been completed?
- have the police been notified?
- logistical support including appropriate transport and accommodation for PHC staff and families

Notifications

Details of the withdrawal of health services from the community must be entered into RiskMan. The report must be monitored and updated as appropriate.

Once a decision to withdraw services has been made by PHC Management in consultation with PHC health centre staff, the following notifications should be made at a minimum:

Primary Health Care Manager	PHC Management will send documented rationale and plan to reinstate services to the community. The PHCM shall communicate this to all PHC staff in the community.
Community	PHC Management should notify the community by: <ul style="list-style-type: none"> - phone (contact with Shire administrator, chairperson or other council member / elder) and in writing (fax / e-mail to Shire / Community Chairperson) - a notice advising closure placed on health centre doors and community notice boards. Notification must include advice confirming alternate service arrangements. - Ensure the message on the health centre telephone clearly provides alternate service arrangements and complies with Health Centre Phones and eFaxes.
Primary Health Care and Other Services	PHC Management should notify all relevant managers, Medical Officers, Outreach staff, staff in neighbouring health centres and the Medical Retrieval and Consultation Centre (MRaCC). PHC Management should notify the Police, RFDS and the other stakeholders as required. PHC Management will provide a written brief to the General Manager
General Manager	Review the written brief provided and advise the Chief Operating Officer of the situation and the potential / withdrawal of service.
Department and Minister	There may be occasions when PHC Management is required to prepare a flash brief, as advised by the General Manager.

Ongoing Management

Continual monitoring and progressive management of the situation is required, including meeting the needs of staff, communication with the community, subsequent ministerial advice, and a plan for the reinstatement of the service. Decisions around reinstatement of the previous service, or new service delivery model, should be reached cooperatively.

Debriefing of staff, including managers, and key community members involved should occur as soon as practicable.

Compliance

Incidents will be reported through RiskMan and managed by the appropriate Manager	Manager Clinical Nurse Manager, Quality and Safety Primary Health Care CAHS
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Document Quality Assurance

	Method	Responsibility
Implementation	Document will be accessible via the Policy Guidelines Centre Distribution will be via e-mail notification	Health Policy Guidelines Program Director of Nursing and Midwifery PHC CAHS
Review	Document is to be reviewed within three years, or as changes in practice occur	Clinical Nurse Manager, Quality and Safety, PHC, CAHS
Evaluation	Evaluation will be ongoing and informal, based on feedback.	Clinical Nurse Manager, Quality and Safety, PHC, CAHS

Key Associated Documents

Forms	Flash Brief Template – available from Microsoft Word Templates: 01 – Dept of Health Health Centre Unattended Notice PHC Remote CAHS Template
Key Legislation, By-Laws, Standards, Delegations, Aligned & Supporting Documents	Critical Incident Follow-Up PHC Remote CAHS Guideline Health Centre Hours of Business PHC Remote Guideline Health Centre Phones and eFaxes PHC Remote Guideline Management On-Call PHC Remote CAHS Guideline Medical Officer Telephone Consultation PHC CAHS Information Sheet Security Incident Management PHC Remote Guideline Staff Safety: Attending a Call-out and Home, Community and Outstation Visit PHC Remote Policy Staff Safety: Attending a Call-out and Home, Community or Outstation Visit PHC Remote Procedure Staff Safety: Risk Assessment PHC Remote Procedure Aggression Zero Tolerance Policy (intranet) Risk Assessment Guide (Matrix)
References	As Above

Evidence Table

Reference	Method	Evidence level (I-V)	Summary of recommendation from this reference
N/A	N/A	N/A	N/A