

Thank you for agreeing to help keep the health centre staff safe.

Information for Duress Alarm Contact People

This is how you can help keep health centre staff safe when the duress alarm goes off.



DEPARTMENT OF
HEALTH AND FAMILIES

Sometimes the nurses and health workers are in danger. They will press the duress alarm to get help.

If you hear the siren or see the flashing lights or if CHUBB rings you to tell you about the alarm you must go to the health centre quickly to try and help.

Sometimes an aggressive person will calm down if another person from the community is with them.

Do not touch the other person or try and fight them.

Be careful, and try to keep yourself safe.

Sometime staff will ask you to come back to the health centre later to talk about what happened and what to do to make things safer for staff and for contact people.

Things that can help:

- Show the person that you want to help.
- Listen to the person and try and understand the problem.
- Talk to them calmly in a steady voice.
- If it is safe to do so, help the nurses and Aboriginal Health Workers to treat the person or try and get the person to leave the health centre.