

Core and Specialist Skills Assessment

CORE 1: General safety and security

Scope and Objectives of Core and Specialist Skills Assessment

This CSAt will enable the allied health professional to:

- Apply general safety and security principles and procedures as per the Hospital and Health Service (HHS) mental health alcohol and other drugs (MHAOD) service protocols to maintain fundamental safety for self, staff, consumers, and visitors. All staff have a responsibility to maintain security as an essential element of their care – security can be defined in terms of environmental, procedural, and relational security.
- Maintain safe, competent and legal practice within the HHS MHAOD settings.
- Practice within the protocols and responsibilities according to the specific practice area.

This CSAt should be used in conjunction with professional supervision and the Allied Health MHAOD New Graduate Program Framework. The framework and associated resources are available at:

<https://qheps.health.qld.gov.au/allied-health/mental-health>

Version:	1	Author:	Office of the Chief Allied Health Officer
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Acknowledgements: West Moreton Hospital and Health Service Allied Health Graduate Program in Mental Health

The CSAt reflects best practice and agreed process for conduct of the task at the time of approval and should not be altered. Feedback, including proposed amendments to this published document, should be directed to the Office of the Chief Allied Health Officer (OCAHO) at: OCAHO-MHAODS@health.qld.gov.au

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Published by the State of Queensland (Queensland Health), January, 2026



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Requisite training, knowledge, skills and experience

Training opportunities

- Training as outlined in the New Graduate Framework “Graduate Training Schedule and Record.”
- Internal linkage opportunities within the HHS:
 - Team Leaders and Nurse Unit Managers within the practice area.
 - Quality Improvement roles.
 - HHS Fire and Safety Services Officers (where available).
- External linkage opportunities:
 - Where the practice area is delivered in an HHS/NGO partnership model graduates should link with the members of the NGO team.
- Graduate Reflective Learning Sessions or peer learning groups and supervision.

Clinical knowledge/evidence

The following are examples of demonstrating content knowledge by an allied health professional:

- Wears or carries appropriate personal safety device relevant to the clinical area, e.g. duress alarm, work mobile phone in community outreach.
- Utilises de-escalation techniques with distressed and agitated consumers.
- Consistently utilises clinical area whereabouts and communication tools e.g. sign-in/out boards.
- Appropriately responds to duress alarms and emergency codes.

References and supporting documents

National Safety and Quality Health Service Standards (second edition) alignment



1. Clinical Governance Standard



2. Partnering with Consumers Standard



5. Comprehensive Care Standard



6. Communicating for Safety Standard



8. Recognising and responding to Acute Deterioration Standard

National

- Australian Government Department of Health. (2013). [National Practice standards for the Mental Health Workforce](#): Standard 1.

Queensland

- Clinical guidelines, policies, treatment frameworks and resources developed by the Mental Health, Alcohol and Other Drugs Branch (the Branch) supports the statewide development, delivery and enhancement of safe, quality, evidence-based clinical and non-clinical services in the specialist areas of mental health and alcohol and other drugs treatment.
- Review local HHS policies, standards, Health Service Directives and mandatory training.

Assessment: performance criteria

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Name:

Position:

Work Unit:

Assessment criteria		Applicable (Y/N)	Date achieved	Assessor initial
ALL PRACTICE AREAS				
1	Demonstrates security awareness and takes responsibility for creating a safe environment that minimises risk and optimises personal safety for oneself, consumers, visitors, colleagues, and other professionals.			
2	Demonstrates awareness of personal safety and professional boundaries and reports any concerns about safety and security issues to the line manager.			
3	Demonstrates correct use of personal safety equipment, (e.g. duress, fire) and emergency contact numbers.			
4	Adheres to the protocols regarding appropriate workplace clothing and footwear. This includes the HHS uniform policy where applicable.			
5	Adheres to policies and procedures relating to the use of electronic devices and mobile phones in clinical areas. Does not use personal phone for work purposes e.g. taking consumer photos etc.			
6	Demonstrates awareness of protocols for loss of items, e.g., swipe card, keys, phone and reports any losses in a timely manner.			
7	Personal items (including mobile phones and electronic devices): <ul style="list-style-type: none"> Complies with workplace procedures relating to storage of personal items. Restricts personal use to whilst on breaks only, and away from clinical areas and consumers. 			
8	Demonstrates knowledge and awareness of protocols for each area's emergency response systems. This includes: <ul style="list-style-type: none"> Knowledge of the duress alarm system including duress testing processes, maps - zones and locations Understands code types (Fire/Duress/Medical emergency etc) and protocols Contact numbers, notification and escalation processes 			
9	Demonstrates knowledge of the allied health practitioner role within the duress response team.			
10	Demonstrates awareness of the importance of working collaboratively in multidisciplinary team to enhance safety.			
11	Demonstrates knowledge and awareness of legal procedures for managing safety and aggression incidents, including notification processes: identifying, reporting, documenting and using Riskman.			
12	Demonstrates awareness of staff support processes, e.g., Peer Support Program (PSP) and Employee Assistance Program (EAP).			
CLINICAL PRACTICE				
13	Provides care that is consistent with achieving a balance between recovery philosophies and harm minimisation approaches, recognising consumer rights to a least restrictive setting and the rights of staff and the public to safety and protection against risk of harm.			
14	Applies Occupational Violence Prevention (OVP) principles in practice e.g. de-escalation strategies.			
15	Demonstrates knowledge of dealing with a crisis situation and utilises/implements appropriate crisis intervention and management strategies as required during crisis situations.			

	Assessment criteria	Applicable (Y/N)	Date achieved	Assessor initial
16	Demonstrates knowledge and awareness of legal procedures and safety consideration for consumers who are Absent Without Approval (AWA).			
17	Understands issues of confidentiality, maintains consumer privacy and demonstrates awareness of reasons for sharing information pertaining to safety and risk issues.			
18	Demonstrates awareness of the allied health practitioner role and the protocols regarding consumer transfers across the range of clinical areas.			
INPATIENT, FORENSIC OR SECURE FACILITIES				
19	Demonstrates awareness of items allowed and not allowed in secure clinical areas including inpatient facilities, e.g., cigarettes, lighters, vapes, drink cans, sharps, etc.			
20	Demonstrates safe use and monitoring the use of restricted items e.g. scissors/knives in therapeutic activities.			
21	Demonstrates the principles of least restrictive practice and works with patients to minimise the use of seclusion and restraint. This includes provision of profession specific therapeutic interventions and contributing to behavioural management plans.			
22	Demonstrates understanding of when restrictive practices may be required and participates in review processes following their use.			
23	Demonstrates knowledge and awareness of visual observational categories as they pertain to the local clinical area.			
24	Upholds the 'No Smoking' policy, including prompting consumers to utilise designated smoking areas, storage of consumers' personal lighters, e-cigarettes and vapes. Uses brief intervention skills to support this.			
25	Demonstrates awareness of safety and security protocols for patient belonging including knowledge and awareness of legal procedures for property and person searches.			
26	Demonstrates awareness of policies regarding visitors including child visits and visitor hours and bring items into the unit etc.			
PERSONAL SAFETY ISSUES – Community based				
27	Adheres to the home and community visiting policy and procedures, including routinely conducting pre-home visit safety assessments.			
28	Follow the team safety procedures and consistently uses local systems to support staff safety such as: <ul style="list-style-type: none"> • Whereabouts boards/apps • Notification when arriving or departing the clinical area • Updates when delayed / change of plans. 			
29	Maintains a constant vigilance of their surroundings whilst providing care within the community with relation to risk to self and others.			
30	Seeks support and works with other team members to ensure safety for all members of the team e.g. joint home visits when 2 clinicians are required.			
31	Updates alerts and risk assessments etc when new community-based risks are identified e.g. dangerous dog / lack of phone reception etc. This also includes completing relevant reporting (e.g. Riskman) as required.			

Reflective practice		Date achieved	Assessor initial
R1	Reflects upon own attitudes and learning needs regarding safety and security and considers how these align with workplace policies and procedures.		
R2	Reflects upon the balance between supporting safety and security and consumer recovery and autonomy.		
R3	Identifies three similarities and differences between the emergency and safety procedures of different practice areas and the factors that contribute to the differing approaches and thresholds for these procedures.		

Comments:

Record of assessment competence:
 It is recommended that this is reviewed in each practice area the graduate works in and that Team Leaders/Nurse Unit Managers are included in the assessment of this CSAt.

Assessor name and signature:		Assessor position:		Competence achieved:	/ /
Assessor name and signature:		Assessor position:			
Assessor name and signature:		Assessor position:			