

## Visitors to the Secure Mental Health Unit, Wilfred Lopes Centre

Purpose	To clarify the requirement for entry to the Secure Mental Health Unit (SMHU)
What is required for entry (including SHMU staff and privileged visitors)?	<p>A person may enter the SHMU as a visitor at reasonable times and intervals determined by Management at the SMHU or the Chief Psychiatrist.</p> <p>Management at the SMHU or the Chief Psychiatrist may require visitors to:</p> <ul style="list-style-type: none"> <li>• Provide proof of identity (Including documentation of identity, fingerprint or other biometrics).</li> <li>• Explain the purpose of the visit and provide any other relevant information (except privileged visitors).</li> </ul> <p><b>All visitors must comply with the SMHU Management's directions during the visit.</b></p>
Privileged visitors are	<ul style="list-style-type: none"> <li>• The Principal Official Visitor or an Official Visitor.</li> <li>• A judge, associate judge or magistrate.</li> <li>• The Ombudsman, the Deputy Ombudsman or a member of the Ombudsman's staff.</li> <li>• A member of the Tribunal, the Registrar of the Tribunal or a Tribunal staff member.</li> <li>• The Health Complaints Commissioner or a member of that Commissioner's staff.</li> <li>• The Anti-Discrimination Commissioner or a member of that Commissioner's staff.</li> <li>• The Public Guardian, the Deputy Public Guardian, a member of the staff of the Public Guardian, or the Registrar.</li> <li>• The Chief Psychiatrist.</li> </ul>
Proof of identity process	<p>Biometric data through the use of a handprint identification system. This data will be retained until its removal is approved by the Chief Psychiatrist.</p> <p><b>Identification documents require ONE of the following:</b></p> <ul style="list-style-type: none"> <li>• Current passport</li> <li>• Current Australian Driver's License</li> <li>• Current photographic ID from either the Australian Defence Force, the Australian Federal Police or a State or Territory Police Force, the Australian Public Service or a State or Territory Public Service, the Tasmanian Prison Service, the University of Tasmania or another Australian University</li> <li>• Other photographic ID featuring a recent photograph of the visitor which is considered by the SMHU management to be authentic.</li> </ul> <p><b>OR TWO of the following:</b></p> <ul style="list-style-type: none"> <li>• Current Medicare card</li> <li>• Current Credit or Debit Card or Bank Account Statement</li> <li>• Current entitlement card issued by the Australian Government or by a State or Territory Government</li> <li>• Birth Certificate</li> <li>• Vehicle Registration Papers</li> <li>• Marriage Certificate</li> <li>• Taxation Group Certificate or Assessment Notice</li> <li>• Certificate of Australian Citizenship</li> <li>• Educational report that is less than six months old</li> </ul>

Additional requirements for SMHU staff members and contractors	<p>SMHS staff members or service contractors must undergo a Tasmanian Police Check which references the National Database, or a National Police Check from the country in which the person usually resides.</p> <p>EXCEPT:</p> <ul style="list-style-type: none"> <li>• If there is an urgent requirement for a contractor to attend to a building fault which requires immediate access, the management or staff member of the SMHU may grant immediate access to the unit if no contractors have undergone the above police checks.</li> <li>• A service contractor who is granted entry under these circumstances must be escorted at all times by an authorised person.</li> </ul>
Entry of emergency services staff and first responders	<p><b>In an emergency, entry of emergency services personnel must not be delayed.</b></p> <ul style="list-style-type: none"> <li>• The same consideration applies to Ambulance Officers, Police Officers and/or Tasmania Prison Service Officers responding to an emergency, if the urgency of the situation would pose an unacceptable clinical risk if entry is delayed.</li> <li>• Granting access in these circumstances must be logged via the incident management systems in place at the relevant time within the SMHU.</li> </ul>

**Guidance for approved facilities and persons in charge**

- Ensure policies and protocols are aligned with this guideline.
- Provide education and training programs that support provisions in this guideline.
- Ensure appropriate documentation is maintained.