

Red Flag Meetings

What is a Red Flag Meeting?

A Red Flag Meeting is a strategy from the Sanctuary Toolkit.

Anglicare will commence using them on **1 February 2019**.

The purpose of a Red Flag Meeting is to address a serious problem, safety issue or crisis that has occurred. A Red Flag Meeting is meant to complement current processes such as WH&S, Complaints policies, etc., not to replace them.

Red Flag meetings are ultimately about honouring the Sanctuary Seven Commitments – they are a Democratic process focused on safety creation and conducted with Open Communication, Emotional Intelligence and Non-Violence: “Say what you mean but don’t be mean when you say it”. The Commitment to Social Responsibility means we all have a responsibility to use Red Flag meetings wisely and appropriately, and we *all* have a role in changing dysfunctional patterns or practices. The Commitments to Social Learning and Growth and Change mean that to make our organisation safer we need many heads because “*Not one of us is as smart as all of us*”.

- You can invite anyone to a Red Flag Meeting that you believe will be **helpful** in addressing the safety concern or crisis.
- The meeting is focused on finding solutions and a way forward to resolution. As such, **70% of the meeting is focused on the FUTURE** and only 30% of the time on identifying/analysing the problem.
- A Red- Flag meeting follows a **very structured process**; it needs to follow the Anglicare Red Flag Policy and Procedure and the meeting recorded on the Red Flag Meeting Minutes form.
- If you are invited to or call a Red Flag meeting, in addition to the facilitator you can also have a nominated **support person to attend**. In addition, an Aboriginal and/or Torres Strait Islander participant are to be reminded of the right to have a support person of their choice at the meeting.
- You record your intention to have the meeting on ISOPRO and upload minutes to ISOPRO once completed.
- The meetings initially can be facilitated or chaired by **an independent Red Flag facilitator** from Core Team. This will be reviewed in August 2019.

Initially Red Flag meetings are likely to be a bit ‘clunky’ and messy as we become accustomed to holding them. Over time they will become more streamlined, however whenever we raise challenges in a group setting it is likely to feel uncomfortable, if not somewhat anxiety provoking.

How do you call a Red Flag Meeting and who can you have there?

Initially, because Anglicare is not accustomed to Red Flag meetings, we are encouraging staff to log a report on ISOPRO about the safety problem or crisis. In ISOPRO when you select 'yes' to the question "Would you like a Red Flag meeting" an alert will be sent to the Therapeutic Services Manager and you'll receive a call from a Red Flag Facilitator to talk through (among other things):

1. Who you want at the meeting and why?
2. Any relevant history to the safety issue or crisis.
3. Determine who is best to be at the first and/or subsequent meetings to maximise safety.
4. What other solutions have been tried.
5. Determine if another process e.g. complaints procedure, mediation, would provide a more effective and timely resolution.
6. Who you would get to facilitate the meeting?
7. If you would like a support person.

Red Flag Meetings: Do's and don'ts?

Red Flag Meeting should	Red Flag Meeting should not
✓ Red Flag meetings uphold Anglicare Values and Sanctuary Commitments.	× Not be problem saturated, blaming or shaming.
✓ Can be used to address intractable or long standing safety problems.	× Not to be used for interpersonal conflicts, gossip or grievances.
✓ Can be used to discuss complex cases where alarming or ongoing safety issues are occurring.	× We can ask, but can't compel, external agencies like FACS to attend.
✓ Be used alongside other policies and procedures, not instead of.	× Don't replace WHS, Grievance, Critical Incident or Workplace Harassment/ Bullying Policies.
✓ Quickly identify and name the problem. They have specific behaviourally-based follow-up tasks; they are solution-focused.	× Not to be used to make generalised, non-specific, negative statements about someone that makes the person the problem.
✓ Can be used by clients and carers.	× Shouldn't be a single meeting; you need to have a follow-up meeting. Depending on the nature of the problem, a number of meetings may be required.