

## Raised Flag Meetings

### What is a Raised Flag Meeting?

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A Raised Flag Meeting – previously called a Red Flag Meeting - is a strategy from the Sanctuary Toolkit.

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

Raised 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 Raised 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 Raised 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 Raised- Flag meeting follows a **very structured process**; it needs to follow the Anglicare Raised Flag Policy and Procedure and the meeting recorded on the Raised Flag Meeting Minutes form.
- If you are invited to or call a Raised 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.
- You can elect for the meeting to be facilitated or chaired by an independent facilitator.

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

Staff log a report on ISOPRO about the safety problem or crisis. In ISOPRO when you select 'yes' to the question "Would you like a Raised Flag meeting" an alert will be sent to the Snr Therapeutic Services Manager who will contact you to understand:

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.

## Raised Flag Meetings: Do's and don'ts?

Raised Flag Meetings should	Raised Flag Meetings should not
✓ Uphold Anglicare Values and Sanctuary Commitments.	× Not be problem saturated, blaming or shaming.
✓ Be used to address intractable or long standing safety problems.	× Not to be used for fuelling 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. They are ACTION 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.