**Marker Guide 7**

**Certificate III in Health Administration**





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SHORT RESPONSE QUESTIONS

Section 1

Identify Behaviours of Concern and Plan Responses

What are behaviours of concern?

1.1 Why is the term “Behaviours of Concern” more acceptable than the term “Challenging Behaviour”? (Your total response should be approximately 50 words)

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| Student’s response must demonstrate why the term “challenging behaviour” may be problematic and how the term “behaviours of concern” may be more beneficial for clients.Responses may include, but are not limited to: * The term “challenging behaviour” implies that the client is inherently problematic due to the behaviours presented.
* The term “behaviours of concern” has greater benefits for clients encourages workers to externalise the behaviour from the client and approach these behaviours with greater intention to understand and support the client.
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Why do clients present with behaviours of concern?

1.2 According to Chen’s (2022) biopsychosocial model, clients may present with behaviours of concern due to three main factors: biological, cognitive and social.

a) Describe how biological factors can contribute to behaviours of concern. (Your total response should be approximately 50 words)

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| Student’s response must demonstrate how biological factors contribute to behaviours of concern.Responses may include, but are not limited to:* Clients with poor physical health may present with behaviours of concern to communicate discomfort and pain due limited communication skills attributed to poor physical health or intellectual disability
* Communicate dehydration or hunger
* Underlying mental health disorder
* Side effects from medication, alcohol other substances
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b) Describe how cognitive factors can contribute to behaviours of concern. (Your total response should be approximately 50 words)

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| Student’s response must demonstrate how cognitive factors contribute to behaviours of concern.Responses may include, but are not limited to:* The client’s psychological state, where the client might be anxious due to being placed in an unfamiliar environment or be in a state of boredom
* The client’s attitudes and values., such as negative attitudes towards healthcare services due to poor experiences
* The client’s coping skills and tolerance to stressful situations and over stimulating environments
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c) Describe how social factors may contribute to behaviours of concern. (Your total response should be approximately 30 words).

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| Student’s response must demonstrate how social factors contribute to behaviours of concern.Responses may include, but are not limited to:* The client’s ability to communicate
* Availability of the client’s support network
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1.3 Identify the behaviour of concern presented by the client in the table below.  State and explain how the biological, psychological, social factors that could have contributed to the behaviour of concern.

Hint: More than one factor can lead to a client presenting with a behaviour of concern.

(Your total response, which includes all responses made in the table, should be approximately 100 words.)

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|  **Scenario** | **Behaviour of Concern** | **Factor(s) leading to behaviour of concern** |
| a) A client had just finished her meals. As she does not have any planned activities, she feels bored and wishes to have a chat with the staff members. However, as the conversation passes, she begins to ask overly personal questions.  | Intrusive behaviour | Psychological factor where the client is in a state of boredom |
| b) A client is frustrated due to the long waiting time at a clinic. He begins to curse and swear towards the staff members and states “this is not the first time he had waited this long”  | Verbal offensiveness | Psychological factor, where the client has a negative attitude towards healthcare services due to poor experiences |
| c) A client who has been diagnosed with an intellectual disability begins to hit her head repeatedly on a desk. You notice that it is almost time for her next meal. | Self-injurious behaviour | Biological and social factors, where the client has limited communication skills to communicate her hunger due her intellectual disability |
| d) A client who has been diagnosed with dementia had left her room and has been found walking outside of the organisation’s premises. When asked about this behaviour, she states that she is looking for her family. You notice that it has been more than a month since the last visit from her family.  | Wandering | Biological and social factors, where a client has been diagnosed with dementia. Social factor as the client has limited social support from her family.  |
| e) A client enters a clinic, and you notice that his voice is slurring and he has difficulty focusing his attention. He states that he has been drinking. | Intoxication | Biological factor, where client is under the effects of alcohol |

Human Rights Approach

1.4 List three human rights that are commonly referred to in the context of health care. (Your response should be approximately 40 words)

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| Student’s response must include three human rights.Responses may include, but are not limited to:* The right to life
* The right not to be tortured or treated in an inhuman or degrading way
* The right to respect for private and family life, home and correspondence
* The right to not be discriminated against in relation to any other rights
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1.5 Human rights are an important consideration for healthcare practice and the formation of policies and procedures.

1. Describe what a human rights approach emphasises when responding to behaviours of concern. (Your response should be approximately 10 words)

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| Student’s response must reference the rights of clients and workers.Responses may include, but are not limited to:* Balancing the rights of clients and workers
 |

b) Explain how the human rights approach informs organisation policies and procedures when responding to behaviours of concern. (Your response should be approximately 50 words.)

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| Student’s response must demonstrate how human rights influence organisation policies and procedures when responding to behaviours of concern.Responses may include, but are not limited to:* Involve the core principles of fairness, equality, dignity and autonomy
* A commitment to empowering workers and clients by ensuring they have the necessary skills and knowledge to uphold human rights
* A sense of responsibility and accountability when responding to behaviours of concern
* Non-discriminatory practice and understanding of diversity
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Work Health and Safety

1.6 When considering work health and safety, what are the responsibilities of the organisation and worker? (Your response should be approximately 40 words.)

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| Student’s response must demonstrate the responsibilities of the organisation and worker when considering work health and safety.Responses may include, but are not limited to:* The organisation has the primary responsibility to ensure that workers and clients are not exposed to physical and psychological risks
* The worker has the responsibility to take reasonable care of their own health and safety in the workplace.
 |

Respond to Potential Instances of Behaviours of Concern

1.7 You are a worker at an aged-care facility. A group activity with the residents had just concluded at the common area. You notice that the common area is messy with clutter and rubbish. The furniture has also been moved from their original positions. You also notice that the radio is playing music that is louder than the usual volume.

 What are the environmental risk factors that might lead to potential behaviours of concern and how should you address these factors? (Your response should be approximately 50 words)

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| Student’s response must demonstrate environmental risk factors that are related to the case presented. Responses may include, but are not limited to:* The environment is messy and furniture has been moved from their original positions
* Noise level is too high
* To address these factors, I will remove any rubbish or clutter and return the furniture to the original positions. I will also ensure that the noise level is lowered.
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1.8 When client risk factors are present, how should workers prevent potential behaviours of concern from escalating? (Your response should be approximately 30 words.)

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| Student’s response must demonstrate how a worker may prevent behaviours of concern from escalating.Responses may include, but are not limited to:* Explain care actions in a slow and calm manner
* Empower clients by including them in the decision-making process whenever possible
* Minimise isolation and boredom
 |

Maximise Available Resources

1.9 You are a new worker at a residential care facility. You notice that one of the clients appears to be quite agitated and is pacing around the room. Due to the client’s limited verbal skills, you are unsure about what the client is trying to communicate. As you are new to this organisation, you have limited information about the client’s support needs.

How should you maximise the availability of resources to prevent the client from escalating to a behaviour of concern? (Your response should be approximately 30 words.)

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| Student’s response must demonstrate how a worker can maximise resources by consulting with co-workers, supervisors, or the client’s caregivers. Response may include, but are not limited to:* Consult with co-workers and supervisor to understand what the client is attempting to communicate
* Consult with the client’s family and caregivers to better understand the client’s support needs
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1.10 What are two (2) situations when it is necessary to refer a client to specialist staff members? (Your response should be approximately 30 words.)

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| Student’s response must reference two situations when a referral to a specialist staff member is necessary.Response may include, but are not limited to:* When a client is presenting with serious medical concerns that go beyond scope of one’s role
* When there is immediate harm or danger
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1.11 List three (3) physical resources an organisation can provide to minimise potential instances of behaviours of concern. (Your response should be approximately 10 words.)

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| Student’s response must reference three physical resources. Response may include, but are not limited to:* Cleaning and first-aid supplies
* Duress alarms
* Secure Storage
* Adequate space
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Prioritise Safety

1.12a) A client is threatening violence against a worker. As this has occurred in a common area, it has attracted the attention of other clients.

 How might the worker prioritise the safety of themselves and others when responding to this? (Your answer should be approximately 30 words.)

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| Student’s response must reference keeping themselves and others safe. Responses may include, but are not limited to:* Maintain safe distance from the potentially aggressive client to prevent physical assault
* Redirect onlookers to allow client to have a safe and quiet environment to calm down
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 b) A client discloses that he has a knife in his bag and is threatening to harm both himself and another client.

How might the worker prioritise safety of self and others when responding to this? (Your answer should be approximately 40 words.)

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| Student’s response must prioritise safety for self and others. Responses may include, but are not limited to:* Assess current risk according to organisation policies and procedures
* Be aware of organisation’s policies and procedures of when and how to seek support
* As it is a high risk situation, engage security staff or the duress response team
* Secure storage for knife
 |

Integrating your knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout this section of the Study Guide.

1.13 Consider the case on Sam that was presented in the Study Guide:

You are one of the workers caring for Sam who is an adult with a learning disability. Sam has limited communication skills and needs support with communicating her needs. Every Wednesday, a staff member accompanies her to support her while does her grocery shopping and errands. However, Sam is unable to go shopping this Wednesday due to the shops being closed for a public holiday and goes on the following day instead. This is different from her usual routine and the shops are a lot more crowded than usual. When Sam returns from her trip, she is visibly anxious and begins shouting.

a) What are the biopsychosocial factors that could have led to Sam’s presentation? (Your response should be approximately 30 words.)

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| Student’s response must reference biological, psychological, and social factors that are related to the case. Responses may include, but are not limited to:* Biological factors: learning disability
* Psychological factors: state of anxiety, limited coping skills to manage over stimulating environment
* Social: Limited communication skills
 |

b) Describe how environmental factors contributed to Sam’s presentation? (Your response should be approximately 20 words)

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| Student’s response must reference environmental factors that relate to the case.Responses may include, but are not limited to:* The crowded environment of the shopping centre and change of routine could have led to Sam feeling stressed and overstimulated.
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c) If you are unfamiliar with Sam’s needs, how could you maximise the availability of resources to support Sam? (Your response should be approximately 20 words)

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| Student’s response must reference consultation with staff or caregivers.Responses may include, but are not limited to:* Seek support from other staff and supervisor
* Seek support from Sam’s caregivers while following organisation policy and procedures
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Section 2

Apply Responses to Behaviours of Concern

Policies and Procedures

2.1 Identify three (3) elements of an organisation **policy** a worker should consider when responding to behaviours of concern and explain why these elements should be considered. (Your response should be approximately 50 words.)

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| Student’s response must reference three elements of an organisation policy.Response may include, but are not limited to:* Purpose statement. It outlines the need to promote work health safety and commitment to provide workers with support following exposure to behaviours of concern.
* Clear definition of behaviours of concern. This allows workers to have a clear understanding of the different presentations of behaviours of concern, which allow for quicker identification and response.
* Policy objectives. To outline desired outcomes of the policy
* Roles and responsibilities. This provides workers with clear expectations on how their scope of practice
* Risk management. To identify areas of risk management
* Authorisation. To ensure policy is up to date.
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2.2 List three types of information from an organisation’s **procedures** a worker should access when responding to behaviours of concern. (Your response should be approximately 20 words.)

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| Student’s response must reference three types of information from an organisation’s procedures.Responses may include, but are not limited to:* When and who should follow a procedure
* Specific responses to behaviours of concern
* Incident reporting and monitoring effectiveness of responses
* Incident investigation
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Seeking Assistance

2.3 Why should workers seek assistance from other staff members? (Your response should be approximately 50 words.)

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| Student’s response must demonstrate the benefits of seeking assistance from other staff members.Responses may include, but are not limited to:* Allow workers to gain insight on how another worker may respond to a situation or further knowledge and skills on how to best respond to a situation.
* Contribute to an open team culture
* In an event of an emergency or when safety is threatened, workers should request for police or security assistance.
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2.4 How should workers achieve a shared situation awareness when seeking assistance from other staff members? (Your response should be approximately 30 words.)

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| Student’s response must demonstrate how a shared situation awareness is achieved. Responses may include, but are not limited to:* Workers should communicate in a clear and concise manner
* Workers may use standardised briefing formats and checklists to communicate information found to promote better efficient communication and situational awareness.
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Dealing with Behaviours of Concern Promptly, Firmly and Diplomatically

2.5 When a client presents with behaviours of concern, identify two (2) factors that could prevent a worker from responding promptly? (Your response should be approximately 20 words.)

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|  Student’s response must reference two factors that prevent a worker from responding promptly.Responses may include, but are not limited to:* Being unfamiliar with organisation policy and procedures
* Negative emotions, such as feelings of frustration, stress and anxiety
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2.6 You are a worker at a hospital. You notice that a visitor appears visibly frustrated and is calling out for a staff member. As you approach the visitor, he begins raising his voice and makes a complaint about inadequate care for his family member who is a patient at the hospital.

According to your organisation’s policy, workers should respond to behaviours of concern in a calm manner. Workers should also respond firmly and diplomatically. How would you respond to the visitor’s behaviour in line with your organisation’s policy and procedure? (Your response should be approximately 50 words.)

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| Student’s response must demonstrate how a worker may achieve a firm but diplomatic response.Responses may include, but are not limited to:* Adhering to organisation policies and procedures to have a clear understanding of professional boundaries
* Remaining calm by using self-regulation skills
* Demonstrating sympathy for the visitor
* Using a person-centred approach to service delivery involves valuing and respecting clients, understanding the unique needs of clients, understanding the perspective of the client, and promoting a positive social environment.
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Effective Communication

2.7 Effective communication includes both verbal and non-verbal communication, and, when faced with behaviours of concern, workers should ensure their communication is assertive and calm.

a) When responding to behaviours of concern, what does assertive communication involve? (Your response should be approximately 75 words.)

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| Student’s response must reference the factors that contribute to assertive communication.Responses may include, but are not limited to:* Establishing focus on the behaviour and is effects through the use of objective and non-judgemental statements
* The use of “I” statements to communicate that the worker takes responsibility for feelings and actions
* Understanding the client’s perspectives and feelings by listening and observing the client’s verbal and non-verbal behaviours. This understanding should be communicated to the client.
* Collaboration with clients and checking in with the client for their thoughts throughout the discussion when possible.
 |

b) John is a client with a mental health diagnosis who needs support with day-to-day activities. John is refusing to take a shower as he is worried that a shower would be too overwhelming for his sensory issues. However, a shower is needed for health and hygiene reasons. You are also aware that the organisation provides sensory friendly shower facilities.

Using assertive communication, what might a worker say to John to encourage him to take a shower? (Your response should be approximately 50 words.)

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| Student’s response must reference the various of assertive communication: establishing focus, “I” statements, understanding of client’s feelings and perspective, collaborating with client.Example response:John, I would like you to have a shower now as it is important for your health and hygiene. I understand that you are feeling worried about the shower being too overwhelming. We provide sensory friendly shower facilities here, is this something you would like to try? |

2.8 How can workers support clients with limited verbal communication skills? (Your response should be approximately 75 words)

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| Student’s response must demonstrate how a worker can support clients with limited verbal communication skills. Responses may include, but are not limited to:* Workers should aim to encourage the self-expression of clients and understand the client’s preferred form of communication.
* The use of alternative forms of communication such as visual aids and symbols through electronic or non-electronic means can assist workers when supporting clients with limited verbal communication skills.
* While adhering to organisation policies and procedure, workers may also seek assistance from staff and the client’s care givers to meet the communication needs of clients.
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Strategies for Behaviours of Concern

2.9 When de-escalating behaviours of concern, how **and** why should workers be mindful of their non-verbal communication? (Your response should be approximately 50 words.)

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| Student’s response must demonstrate how worker should be mindful of the non-verbal communication **and** explain why it is important to do so.* Workers should respond to clients in a calm and gentle tone, along with an open posture and neutral facial expression.
* This conveys that the worker is not a threat to the client and that the worker is willing to listen to the client’s concerns.
 |

2.10 You are a support worker at an aged care facility. You notice that one of the clients has disengaged from a group activity and is going through the personal belongings of another client. How would you manage the client’s intrusive behaviour? (Your response should be approximately 40 words.)

Hint: For this scenario, there are no immediate health or safety concerns

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| Student’s response must demonstrate how a worker may use diversion to manage the client’s intrusive behaviour.Responses may include, but are not limited to:* I would offer the client activities such as games, music, or snacks.
* Chosen activities should be in line with the organisation’s policy and procedures, as well as the client’s care or support plan.
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2.11 You are health assistant at a clinic. One of your clients is an elderly patient who has been diagnosed with dementia and is confused about his treatment plan. How would you support this client? (Your response should be approximately 50 words.)

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| Student’s response must demonstrate how a worker may support a client presenting with cognitive impairment or confusion.Responses may include, but are not limited to:* Be sincere and understanding while listening carefully to the client
* Speak slower and use simple language
* Be patient when waiting for a response or when a question needs to be repeated
* Seek support from caregivers or staff members according to policy and procedure if unsure
 |

Integrating your knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout this section of the Study Guide.

2.12 You are a health assistant at a physiotherapy clinic and hear a person raising his voice in the waiting room. You notice that one of the clients in the waiting room, Tim, appears frustrated and is complaining about the long waiting times. Tim also states that he has been living with chronic back pain for the last two years of his life and is confused as to how a referral to a physiotherapy clinic would help him.

Refer to this example of a workplace policy and procedure for managing aggression:

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| **Purpose**To ensure all workers and other persons at worker are protected against the risk of occupational aggression and violence.**Definition**Workplace aggression and violence is defined as actions that involve threats or assault in circumstances relating to work. Aggressive behaviour can include:* Verbal abuse
* Threats
* Biting, spitting, scratching, kicking, or hitting
* Throwing objects or damaging property
* Sexual harassment or assault.

**Objectives*** All incidents and near misses of violence or aggression are reported to manager
* In event of exposure to violence or aggression, employees are to seek support through debriefing opportunities and follow up
* All reports of violence and aggression are reviewed to minimise future risk
* An assessment is conducted to identify risk factors that could have triggered episode of violence or aggression
* Control measures that are reasonable and practical will be implemented to eliminate risks to health and safety

**Roles and Responsibilities**Managers will: * Ensure policies and procedures are followed
* Identify and alert staff to hazardous situations and clients presenting with violence or aggression
* Follow up and investigate incidents
* Debriefing

Employees will:* Act in a manner that will not risk personal safety or safety of another person
* Conduct risk assessment and hazard management
* Report incidents of aggression or violence
* Participate in training to be able to respond to aggression or violence
* Understand and comply with policy and procedures

**Strategies in Responding to Aggression:**When a client presents with aggression, employees need to balance care for the client with their duty to protect themselves and others. When aggression arises, workers may:* De-escalate the situation in a calm manner
* Redirect the individual
* Redirect other people away to a safe distance
* Refer to individual’s support plan when possible
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a) According to policy objectives, assessments should be conducted to identify risk factors that could have triggered an episode. What are potential risk factors that could have led to Tim presenting with aggression? (Your response should be approximately 20 words.)

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| Student’s response should reference biological, psychological factors that could have contributed to Tim’s aggression.Responses may include, but are not limited to:* Biological: Chronic back pain
* Psychological: Poor experience with healthcare services
* Environmental: Long waiting time for appointment
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b) According to policy and procedure, list two (2) responsibilities that you have in this scenario **and** why is it important for you to consider this? (Your response should be approximately 60 words)

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| Student’s response must list two employee responsibilities from the policy and procedure and provide an explanation as to why workers should consider work roles and responsibilities.Responses may include, but are not limited to:* Act in a manner that will not risk personal safety or safety of another person
* Conduct risk assessment and hazard management
* Being aware of roles and responsibilities allows workers to have clear expectations on their scope of practice and thus the extent of their response to behaviours of concern and when to seek further support from their supervisor or specialist staff members.
 |

c) According to organisation policy and procedure, how would you respond to this situation? (Your response should be approximately 100 words.)

 Hint: You may consider the use of the SHARE technique

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| Student’s response must demonstrate how workers should de-escalate aggressive behaviour.Responses may include, but are not limited to:* I would use simple language and short sentences as Tim might be in a heightened emotional state which can make it difficult to process instructions
* I will use authentic communication and approach Tim in a non-judgemental manner with willingness to understand his situation. I will also practise assertive communication to maintain professional boundaries.
* I will establish rapport with Tim by developing a shared understanding of his situation and invite him into the decision-making process.
* I will communicate empathy without condoning his behaviour through the use of assertive communication.
 |

d) If the situation escalates and Tim threatens violence against staff members, how should you respond to this behaviour according to organisation policy and procedure? (Your response should be approximately 20 words)

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| Student’s response must reference seeking assistance from security staff or police.Responses may include, but are not limited to:* I would seek assistance from security staff or the police as safety has been threatened.
 |

2.13 You are a support worker at a residential care facility for clients living with mental health difficulties. As stated on organisational policies and procedure, your role is to support clients with their day-to-day activities and carry out support plans.

 You are tasked to prepare afternoon tea for the residents. Jan, who is one of the clients at the facility, enters the kitchen and wishes to help Jan with the food preparation. Jan states that she feels overwhelmed with the noisiness from the common area. Jan also states she feels isolated as she is a newer resident and has difficulty connecting with the other residents.

You tell Jan that she is not allowed in the kitchen as the kitchen equipment poses a risk to her safety. However, Jan begins to get increasingly agitated and refuses to return to the common area. As you continue to deny Jan’s request, Jan threatens to make a complaint against her if you do not fulfil her request.

a) Consider the biopsychosocial and environmental factors that could have led to Jan’s manipulative behaviour. (Your response should be approximately 40 words.)

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| Student’s response must identify that Jan is presenting with manipulation, as well as reference biopsychosocial and environmental factors that led to Jan’s behaviour.Responses may include, but are not limited to:* Jan is presenting with manipulation.
* Biological factors include Jan’s mental health diagnosis
* Psychological factors include limited coping skills, anxious state
* Social factors include limited social support as a newer resident
* Environmental factors include noisiness in the common room
 |

b) When responding to manipulation, it is important for the worker to first understand the client’s perspective. What were Jan’s needs that were unmet? (Your response should be approximately 30 words.)

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| Student’s response must reference Jan’s unmet needs.Responses may include, but are not limited to:* As Jan is a newer resident, she may feel isolated and has unmet social needs
* Jan is also feeling overwhelmed by the noisiness of the common area
 |

c) When responding to manipulation, it is important for the worker to uphold professional boundaries. Referencing work health and safety regulations, what is your responsibility that needs to be upheld? (Your response should be approximately 25 words.)

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| Student’s response must reference worker’s responsibility to ensure safety.Responses may include, but are not limited to:* Responsibility to take reasonable care of their own health and safety in the workplace.
 |

d) Using assertive communication, what would you say to Jan to address manipulation? (Your response should be approximately 50 words)

 Hint: You may reference your responses made in 29b) and 29c)

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| Student’s response must demonstrate ability to recognize client’s perspective while upholding professional responsibility to ensure safety.Example response:I understand that you are feeling quite overwhelmed and it is difficult for you to connect with the other residents. However, I need you to leave the kitchen as it is important for me to ensure your safety. Could we find work together to help you connect with the other residents? |

e) If you were unsure about your response to Jan’s behaviour, you should seek assistance from your supervisor or colleagues. To ensure a shared awareness of Jan’s situation, while seeking assistance, what could you say to them? (Your response should be not more than 60 words.)

 Hint: It is important that other staff members have a shared understanding of the client’s state and situation.

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| Student’s response must reference the client’s state and situation.Example response:Jan is a new resident who feels isolated. She came into the kitchen as she was feeling overwhelmed by noisiness in the common area. For safety reasons, she was asked to leave but has refused to do so. She wishes to stay in the kitchen and threatens make a complaint if her request is not fulfilled.  |

Section 3

Report and Review Incidents

Reporting Incidents of Behaviours of Concern

3.1 When reporting an incident involving a behaviour of concern, what does the ABC reporting format include? (Your response should be approximately 50 words.)

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| Student’s response must reference antecedents, behaviour, and consequences.Responses may include, but limited to:* Antecedents: Antecedents refer to the events or factors leading up to the behaviour of concern.
* Behaviour: Workers then state and provide description of the behaviour of concern.
* Consequence: Finally, workers report the consequences that follow the behaviour of concern. This would also include the response the worker had taken to manage the behaviour of concern.
 |

3.2 What are the benefits of consistent and comprehensive reporting of incidents of behaviours of concern? (Your response should be approximately 40 words.)

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| Student’s response must reference the benefits of consistent and comprehensive reporting.Reponses may include, but are not limited to:* Allows workers to gain a comprehensive understanding of the reasons underlying the behaviour of concern
* Identify if there is an emerging pattern, which would allow workers to manage and plan for future instances.
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Reviewing Incidents of Behaviours of Concern and Offering Suggestions

3.3 You are a worker at an aged care facility. A client had wandered off from the organisation's premises and was located by security about 10 minutes after she was reported missing. However, during the time the client was away from the premises, she had slipped and had led to minor injury on her knee.

What should the incident review and investigation consider in this scenario? (Your response should be approximately 30 words.)

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| Student’s response must reference factors considered in an incident review and investigation. Reponses may include, but are not limited to:* Involve the appropriate staff, which would include workers present and security staff
* Injuries sustained
* Factors that contributed to the incident
 |

3.4 Following an incident report and investigations, how can suggestions be offered to the relevant staff? (Your response should be approximately 30 words.)

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| Student’s response must demonstrate how suggestions can be offered to relevant staff.Responses may include, but are not limited to:* Through an investigation report provided to relevant staff members who can implement suggestions made such as boards, senior leadership, and managers.
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Debriefing

3.5 Organisations should provide a debriefing meeting for workers where concerns surrounding an incident can be discussed.

a) Why is debriefing an important process following exposure to behaviours of concern? (Your response should be approximately 30 words.)

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| Student’s response but reference the negative impacts of prolonged exposure to behaviours of concern.Responses may include, but are not limited to;* Exposure to behaviours of concerns could lead to feelings of anxiety and stress,
* Workers may feel less job satisfaction.
* Inadequate support following an incident increases the risk of emotional exhaustion
 |

b) Following an incident of responding to aggression, a healthcare worker feels a sense of stress and is anxious about supporting other clients due to fears surrounding another incident of aggression. How could the healthcare worker use the debriefing process to manage stress and anxiety? (Your response should be approximately 50 words.)

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| Student’s response must reference emotional support and appropriate supports.Responses may include, but are not limited to:Workers are given the opportunity to discuss thoughts and feelings about the incident and may also discuss the appropriate support needed to minimise stress reactions.Examples of support provided by an organisation include medical attention, psychological support, compensation claims, and return to work planning |

Developmental Activities

3.6 Why is it important for workers to engage in developmental activities? (Your response should be approximately 30 words.)

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| Student’s response must reference self-efficacy.Responses may include, but are not limited to:* Development activities can help improve self-efficacy
* Workers who reported higher levels of self-efficacy when managing behaviours of concern reported lower levels of burnout symptoms
 |

Referrals

3.7 When responding to behaviours of concern, provide two (2) reasons as to why a referral may be needed? (Your response should be approximately 50 words.)

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| Student’s response must reference two reasons for a referral.* Workers should practise within the scope of their role and responsibilities as stated in their organisation’s policy and procedures. Practising beyond one’s level of skills and knowledge can lead to significant harm towards the client.
* The client should be referred to the appropriate professional who has the necessary skills and knowledge.
* Clients may also be referred when they need long term and ongoing care.
 |

3.8 You are a worker at a one-day activity program for individuals with intellectual disabilities. A caregiver for a client is requesting long term support for her son who frequently presents with behaviours of concern. What referral can be made in this situation **and** how would this benefit the client? (Your response should be approximately 30 words.)

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| Student’s responses must reference a referral to a behavioural specialist.* A referral to a behavioural specialist could be made to further the support of the client by helping them develop strategies to manage behaviours of concern.
* This is covered on page 37 of the Study Guide.Substance abuse. A referral to a drug and alcohol service such as counselling or rehabilitation would be beneficial for the client for longer term support.
 |

Integrating your knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout this section of the Study Guide.

3.9 Remy is a support worker at a mental healthcare facility and is a new worker at the organisation. Paula is one of the clients who has a mental health diagnosis. Remy notices that Paula appears agitated and begins scratching at her arm. Remy approaches Paula and she states that she had gotten into a conflict with another client and is feeling anxious. Paula also discloses that she is having thoughts of self-harm to Remy.

a) Considering that Remy may not have the necessary skills to manage self-harm in clients, how might he approach this situation? (Your response should be approximately than 50 words.)

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| Student’s response must reference seeking assistance. Responses may also reference acknowledging the client’s emotions and expressing their concerns for safety.Responses may include, but are not limited to:* Remy should acknowledge the client’s emotions and may express their concerns for the client’s safety.
* Depending on the scope of the worker’s role, Remy should seek assistance from a supervisor or a staff member, such as a clinical psychologist or counsellor, who has the necessary skills and knowledge to manage self-injurious behaviour.
 |

b) Using the ABC format, how might Remy report this incident? (Your response for entire table should be approximately 50 words.)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date and Time | Duration | Antecedent:What happened before the incident?  | Behaviour:What did the person do? | Consequence:What happened after the behaviour? |
| xx | 5 minutes | Client had gotten into a conflict with another client | Client appeared anxiousClient was scratching at her armClient disclosed thoughts of self-harm | Worker acknowledged clients emotions and expressed concerns for the client’s safetySeek support from clinical psychologist who was present to manage self-injurious behaviour   |

c) Following this incident, Remy feels overwhelmed as this was his first time encouraging self-destructive behaviour. Remy also doubts his ability to support clients. How should Remy seek support from the organisation? (Your response should be approximately 40 words.)

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| Student’s response must reference the debriefing process.Responses may include, but are not limited to:* Remy may discuss his thoughts and feelings through the debriefing process
* He may discuss the support options, such as psychological support
* He may take part in development activities to learn how to respond to self-destructive behaviour
 |

4.0 Lydia is a healthcare assistant at a clinic. A client enters the clinic and appears intoxicated. According to organisation policy and procedures, workers should conduct a drug and alcohol assessment.

a) How should Lydia conduct the drug and alcohol assessment on the client? (Your response should be approximately 50 words.)

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| Student’s response must demonstrate how a worker should respond to intoxication. Responses may include, but are not limited to:* With the use of appropriate screening tools, Lydia should look out for worsening intoxication or withdrawal symptoms and seek the appropriate assistance.
* When speaking to the client, Lydia should use simple and clear language while speaking at a slower pace.
 |

b) During the assessment, the client discloses to Lydia that he has been drinking substantially more alcohol than usual due to family issues. How should Lydia respond in this situation? (Your response should be approximately 20 words)

 Hint: The client may require ongoing long-term support with alcohol use.

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| Student’s response must reference the need for referral.Responses may include, but are not limited to:* Consult manager or supervisor
* Refer the client to a counselling or drug and alcohol service to ensure ongoing support for drug and alcohol use.
 |

c) While responding to this situation, Lydia noticed that she was feeling a sense of frustration towards the client due to personal beliefs surrounding drug and alcohol use. How may Lydia seek support from the organisation? (Your response should be approximately 40 words.)

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| Student’s response must reference the need for a non-judgmental approach and the debriefing process. Responses may include, but are not limited to:* Lydia may seek support through the debriefing process.
* She may discuss her personal beliefs surrounding drug and alcohol use as this may prevent her from responding to intoxicated behaviour in a non-judgemental manner.
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