



HAPPYVILLE COMPASSIONATE CARE HANDBOOK

Version control & document history

Date	Summary of modifications made	Version
21 Dec 2021	Version 1 final produced	v1.0
9 Jan 2021	Additional material added to Reporting; Working with Families	V1.1
04 Nov 2021	Additional material added	v.2
08 Jan 2022	Additional material added	v.3
02 Apr 2023	Additional material added	v.4
July 2023	Additional material added	v.4.1

Contents

Services.....	6
Goals and Objectives	7
Role and responsibilities of a Support Worker	7
Personal Care.....	7
Reporting and Documentation.....	7
Personal Assistance	8
Team work and Communication	8
Quality	8
Values	8
Working with families.....	9
Client Rights.....	10
Medication Administration	11
Role and responsibilities of an Administrative Services Officer.....	11
Reporting and Documentation.....	11
Teamwork and Communication	11
Quality	11
Legal and ethical responsibilities.....	12
Anti-discrimination legislation	13
Privacy legislation.....	14
Conflict Resolution	16
Workplace Health and Safety legislation	17
Environmental legislation.....	18
Breach/non-adherence of Workplace Policies and Procedures	19
WORKPLACE POLICY AND PROCEDURES.....	20
Quality Standards	20
Code of conduct	21
Code of Ethics.....	22
Complaints and Grievance	23
Privacy and Confidentiality.....	23
Privacy and dignity	25
Independence, informed choice and decision making	26
Person-centered Planning.....	27

Workplace Health and Safety (WHS).....	27
Reporting and Recording.....	30
Ergonomic Requirements.....	31
Communication Protocols.....	31
Manual Handling Policies and procedures.....	34
Common Manual Handling Positions.....	37
Infection Control.....	44
Fire and medical emergency.....	45
Travel and working alone.....	47
Fatigue and Stress Management.....	48
Environment.....	50
Training and Development.....	52
Medication Administration.....	53
Style Guide.....	56
Style Guide elements.....	56
Documents.....	56
Writing Style.....	56
Standard Operating Environment.....	56
Filenames.....	56
Text.....	56
Headers and footers.....	56
Email.....	57

Happyville

Compassionate Care

Happyville Compassionate Care is a non-profit organisation providing services to the Wuppacore community and is committed to providing the highest quality of care. Happyville Compassionate Care is governed by a management committee which is elected annually by the members.

Services

The role and function of Happyville Compassionate Care is to assess and provide support to meet individual needs of people with a disability, seniors and their carers living in the Wuppacore community. The support services provided are:

- Disability and Ageing Support Services – supporting people with a disability and the elderly who are living in their own home with personal care, community access and home management.
- Community Services – supporting elderly people to remain in their own homes longer by providing support with personal care and social support.
- Residential Care - provide high level holistic care for seniors unable to physically care for themselves and low level care for seniors who require some help with personal, social and recreational care.



Goals and Objectives

- To provide person centred support services
- To provide support for clients to achieve a high quality of life through informed decision making and empowerment.
- To provide support for clients to achieve a high quality of life through holistic care assessment and support.
- To provide support for clients to achieve as much independence as practically possible.
- To provide support that ensures the clients religious and cultural needs are meet and maintained.
- To collaborate and maintain harmonious relationships with other agencies
- To deliver effective and efficient quality care through ethical management
- To monitor and review functions and delivery services to ensure continuous improvement

Role and responsibilities of a Support Worker

As a Support Worker you support people who are living in aged care, residential care or are with a disability in their own home with community access, personal care and home management. You work effectively in a team to provide person centered support and participate in implementing individualized plans. As a Support Worker your role and responsibilities are;

Personal Care

- Facilitate clients with healthy meal preparation and choice
- Facilitate clients with grooming and personal care needs
- Facilitate clients with mobility
- Provide support as per the clients individual care plan.
- Assist the client with nutritional needs
- Assist the clients with grooming and personal care needs (showering, bathing, oral care, toileting and hair care)
- Assist the clients with mobility

Reporting and Documentation

- Complete progress notes and file client records in line with Happyville Compassionate Care Privacy and Confidentiality Policy

- Report to and convey concerns to the Registered Nurse or their delegate
- Report to and convey concerns to the Service Manager
- Maintain client and administrative records
- Maintain household finances
- Maintain privacy and confidentiality

Personal Assistance

- Support the client to access and participate in their local community as valued members of that community.
- Provide direct care as per the clients support plan, including Positive Behaviour Support Plan
- Support the client to develop and maintain relationships
- Support the client to develop and maintain life skills
- Facilitate the client with shopping and banking
- Facilitate the client with home duties

Team work and Communication

- Work in a team and communicate using effective interpersonal and communication skills
- Participate in person-centered planning and communicate with client, their families, specialist and other Happyville Compassionate Care staff to support the clients to live their life based on their dreams, aspirations, interests and strengths.

Quality

- Participate in continual improvement exercises and maintain service standards
- Follow Happyville Compassionate Care policy and procedures including Workplace Health and Safety
- Participate in mandatory training, appraisal and professional development
- Contribute to continuous improvement by sharing strategies and ideas

Values

- Provide individualized support that encourages choice and independence
- Communication with the client using their preferred communication method
- Support the client to be aware of and exercise their rights and responsibilities

Other duties

- Perform general kitchen duties
- Perform general cleaning duties to residents environment
- Other duties as included in individual care plan

Working with families

Happyville Compassionate Care strives to involve residents' families in decision making and day-to-day activities as much as possible. In particular, we will create a welcoming atmosphere for families by:

- Being kind, courteous and understanding with residents' family members
- Providing a welcoming atmosphere, where families are encouraged to visit
- Limiting visiting hours only when necessary to protect the safety, security and wellbeing of all residents
- Enabling family members to take part in daily activities of our residents' lives by encouraging them to participate in Happyville activities alongside their resident family member

Client Rights

The [Charter of Aged Care Rights](#) is a document provided by the Aged Care Quality and Safety Commission. It describes your legislated rights as a consumer of a aged care service. These rights apply to all consumers, regardless of the type of care and services they receive.

The Charter covers 14 important rights for you or your loved one and underpins what you should expect from Happyville Compassionate Care.

You have the right to:

1. Be and feel safe and be given high-quality care and services.
2. Be treated with dignity and respect.
3. Have your identity, culture, and diversity valued and supported.
4. Live without abuse and neglect.
5. Be informed about your care and services in a way you understand.
6. Access all information about yourself, including information about your rights, care and services.
7. Have control over, and make choices about your care, and personal and social life, including where the choices involve personal risk.
8. Have control over and make decisions about your care, and personal aspects of your daily life, financial affairs, and possessions.
9. Your independence.
10. Be listened to and understood.
11. Have a person of your choice, including an aged care advocate, support you and speak on your behalf.
12. Complain, free from reprisal, and have your complaints dealt with fairly and promptly.
13. Personal privacy, and to have your personal information protected.
14. Exercise your rights without it adversely affecting the way you are treated.

Medication Administration

Care Workers and Disability Support Workers are NOT to assist clients with their medications until they have completed the medication course and have been deemed competent.

Role and responsibilities of an Administrative Services Officer

As an Administrative Services Officer you work closely with Disability Support Workers, Community Care Workers, and Residential Care Workers to deliver high quality administrative support. You work effectively in a team to provide clerical and administrative support to Happyville Community Care staff, and in limited circumstances also to clients. As an Administrative Support Officer your role and responsibilities are;

Reporting and Documentation

- Report to and convey concerns to the Administrative Services Manager
- Maintain client and administrative records
- Maintain privacy and confidentiality

Teamwork and Communication

- Work in a team and communicate using effective interpersonal and communication skills
- Support staff to access and maintain client records

Quality

- Participate in continual improvement exercises and maintain service standards
- Follow Happyville Compassionate Care policy and procedures including Workplace Health and Safety
- Participate in mandatory training, appraisal and professional development
- Contribute to continuous improvement by sharing strategies and ideas

Values

- Provide individualized support that encourages choice and independence
- Communication with the client using their preferred communication method
- Support the client to be aware of and exercise their rights and responsibilities

Legal and ethical responsibilities

You have legal and ethical responsibilities to ensure the well-being, safety, and rights of the individuals you support, including:

Legal Responsibilities

Compliance with Laws and Regulations

Support workers are responsible for complying with all applicable laws and regulations, including but not limited to, healthcare laws, labour laws, privacy laws, and other relevant legal requirements.

Duty of Care

Support workers have a duty of care towards the individuals they support, which includes providing care and support in a manner that meets the professional standards of care, ensuring the safety and well-being of the individuals, and preventing harm or injury to the best of their abilities.

Documentation and Record-Keeping

Support workers are responsible for maintaining accurate and complete documentation and records of their interactions, interventions, and observations in accordance with organizational policies, legal requirements, and professional standards.

Confidentiality

Support workers are responsible for maintaining the confidentiality and privacy of the individuals they support, including protecting their personal and sensitive information, and only disclosing information as required by law or with proper consent.

Advocacy

Support workers have a responsibility to advocate for the rights, interests, and preferences of the individuals they support, and to ensure that their rights are respected and upheld in accordance with applicable laws, regulations, and ethical standards.

Ethical Responsibilities

Respect for Autonomy

Support workers should respect the autonomy and independence of the individuals they support, including their right to make informed decisions about their care, treatment, and lifestyle, to the extent possible.

Non-Discrimination and Inclusivity

Support workers should provide care and support without discrimination based on race, religion, gender, sexual orientation, disability, or any other protected characteristic, and should promote inclusivity and diversity in their practice.

Confidentiality and Privacy

Support workers should protect the confidentiality and privacy of the individuals they support, respecting their right to privacy and confidentiality, and only disclosing information as required by law or with proper consent.

Professional Boundaries

Support workers should maintain appropriate professional boundaries with the individuals they support, avoiding conflicts of interest, dual relationships, and other situations that may compromise their objectivity or professional integrity.

Continuing Professional Development

Support workers should engage in ongoing professional development to enhance their knowledge, skills, and competence, and to ensure that their practice is up-to-date and aligned with best practices and ethical standards.

Ethical Decision-Making

Support workers should engage in ethical decision-making processes when faced with challenging situations or ethical dilemmas, seeking guidance from relevant codes of ethics, organizational policies, and consultation with colleagues or supervisors as needed.

It's important for support workers to familiarize themselves with the legal and ethical responsibilities specific to their role, organization, and jurisdiction, and to adhere to these responsibilities in their daily practice to ensure the highest standard of care and support for the individuals they serve.

Legislative Requirements

Happyville Compassionate Care is subject to a variety of legislation related to community care services as well as general business practices. Happyville Community Care is committed to compliance with all relevant Federal and State/Territory legislation, standards and codes.

This legislation includes:

Anti-discrimination legislation

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Relevant State/Territory Anti-discrimination legislation:

State or Territory	Appropriate Legislation
Australian Capital Territory	Australian Capital Territory Discrimination Act 1991 (ACT)
New South Wales	New South Wales Anti-Discrimination Act 1977 (NSW)
Northern Territory	Northern Territory Anti-Discrimination Act 1996 (NT)
Queensland	Queensland Anti-Discrimination Act 1991 (QLD)

South Australia	South Australia Equal Opportunity Act 1984 (SA)
Tasmania	Tasmania Anti-Discrimination Act 1998 (TAS)
Victoria	Victoria Equal Opportunity Act 1995 (VIC)
Western Australia	Western Australia Equal Opportunity Act 1984 (WA)

Happyville Community Care is committed to fair and equitable treatment of all persons and does not discriminate on the basis of:

- Gender
- Age
- Race
- Religion
- Marital Status
- Disability
- Colour
- Nationality
- Ethnicity
- National Origin

Further information regarding this legislation can be found at the National Anti- Discrimination Information Gateway – <http://www.antidiscrimination.gov.au>.

Privacy legislation

- Privacy Act 1988
- Privacy Regulations 2006
- Relevant State/Territory Privacy legislation:

State or Territory	Appropriate Legislation
Australian Capital Territory	Health Records (Privacy and Access) Act 1997
New South Wales	Privacy and Personal Information Protection Act 1998 Health Records and Information Privacy Act 2002
Northern Territory	Information Act 2002
Queensland	Information Privacy Act 2009
South Australia	No State legislation applicable
Tasmania	Personal Information Protection Act 2004
Victoria	Information Privacy Act 2000 Health Records Act 2000
Western Australia	No State legislation applicable

Happyville Community Care respects the privacy concerns of all persons and is committed to the standards laid down in the 10 National Privacy Principles (NPPs).

Summary of NPP obligations*

- NPP 1 – Collection o Only collect personal information that is necessary for your functions or activities.
 - Use fair and lawful ways to collect personal information.
 - Collect personal information directly from an individual if it is reasonable and practicable to do so.
 - At the time you collect personal information or as soon as practicable afterwards, take reasonable steps to make an individual aware of:
 - why you are collecting information about them; ▪ who else you might give it to; and
 - other specified matters under NPP1.3.
 - Take reasonable steps to ensure the individual is aware of this information even if you have collected it from someone else.
- NPP 2 - Use and disclosure o Only use or disclose personal information for the primary purpose of collection unless one of the exceptions in NPP 2.1 applies (for example, for a related secondary purpose within the individual’s reasonable expectations, you have consent or there are specified law enforcement or public health and public safety circumstances). Note that:
 - If the information is sensitive the uses or disclosures allowed are more limited. A secondary purpose within reasonable expectations must be directly related and the direct marketing provisions of NPP 2.1(c) do not apply.
- NPP 3 - Data quality o Take reasonable steps to ensure the personal information you collect, use or disclose is accurate, complete and up-to-date. This may require you to correct the information.
- NPP 4 - Data security o Take reasonable steps to protect the personal information you hold from misuse and loss and from unauthorised access, modification or disclosure.
 - Take reasonable steps to destroy or permanently de-identify personal information if you no longer need it for any purpose for which you may use or disclose the information.
- NPP 5 – Openness o Have a short document that sets out clearly expressed policies on the way you manage personal information and make it available to anyone who asks for it.
 - If an individual asks, take reasonable steps to let them know, generally, what sort of personal information you hold, what purposes you hold it for and how you collect, use and disclose that information.

- NPP 6 - Access and correction o If an individual asks, you must give access to the personal information you hold about them unless particular circumstances apply that allow you to limit the extent to which you give access – these include emergency situations, specified business imperatives and law enforcement or other public interests.
- NPP 7 – Identifiers
- Only adopt, use or disclose a Commonwealth Government identifier if particular circumstances apply that would allow you to do so.
- NPP 8 – Anonymity
 - If it is lawful and practicable to do so, give people the option of interacting anonymously with you.
- NPP 9 - Transborder data flows o Only transfer personal information overseas if you have checked that you specifically meet the requirements of NPP 9.
- NPP 10 - Sensitive information o Get consent to collect sensitive information unless specified exemptions apply.

* This is a summary only and NOT a full statement of obligations.

Further information regarding this legislation and the NPPs can be found at the Office of the Australian Information Commissioner website – <http://www.privacy.gov.au/>.

Conflict Resolution

Conflict resolution is an important aspect of working in any professional setting, including aged care and disability support.

Reporting and Documentation

Any employee who experiences or witnesses a conflict should report it to their immediate supervisor or manager as soon as possible. The report should include details of the conflict, the parties involved, and any relevant information.

Confidentiality

All reports of conflicts should be treated with strict confidentiality, and information related to the conflict should only be shared with those directly involved in the resolution process on a need-to-know basis.

Initial Assessment

The supervisor or manager receiving the conflict report will conduct an initial assessment to gather information about the conflict, identify the parties involved, and determine the severity and complexity of the conflict.

Mediation or Resolution

Depending on the nature and severity of the conflict, the supervisor or manager may facilitate a mediation process to resolve the conflict informally through open communication and negotiation between the parties involved. If necessary, external mediators or neutral third parties may be involved.

Investigation

In cases where the conflict cannot be resolved informally through mediation, or if it involves serious allegations such as harassment or discrimination, a formal investigation may be conducted following the organisation's policies and procedures.

Resolution and Follow-up

Once the conflict has been resolved, the supervisor or manager will document the outcome, including any agreed-upon solutions or actions to be taken, and communicate the resolution to the parties involved. Follow-up may be conducted to ensure that the resolution is implemented and to prevent further conflicts.

Review and Improvement

The organisation will periodically review the conflict resolution policy and procedure to ensure its effectiveness and make improvements as needed based on feedback, trends, and best practices.

Workplace Health and Safety legislation

- Work Health and Safety Act 2011 • Work Health and Safety Regulations 2011
- Relevant State/Territory WHS legislation:

State or Territory	Appropriate Legislation
Australian Capital Territory	Work Health and Safety Act 2011 Work Health and Safety Regulations 2011
New South Wales	Work Health and Safety Act 2011 Work Health and Safety Regulations 2011
Northern Territory	Work Health and Safety Act 2011 Work Health and Safety Regulations 2011
Queensland	Work Health and Safety Act 2011 Work Health and Safety Regulations 2011
South Australia	Work Health and Safety Act 2011 Work Health and Safety Regulations 2011
Tasmania	Work Health and Safety Act 2011 Work Health and Safety Regulations 2011
Victoria	Occupational Health and Safety Act 2004 Occupational Health and Safety Regulations 2007
Western Australia	Occupational Safety and Health Act 1984 Occupational Safety and Health Regulations 1996

Happyville Compassionate Care is committed to ensuring a safe environment for clients, family members, staff and visitors. Workplace Health and Safety (WHS) practices will be managed consistently and within WHS legislative requirements.

Further information regarding this legislation can be found at the Safe Work Australia website – <http://www.safeworkaustralia.gov.au>.

Environmental legislation

- Environment Protection and Biodiversity Conservation (EPBC) Act 1999
- Environment Protection and Biodiversity Conservation (EPBC) Regulations 2000
- Ozone Protection and Synthetic Greenhouse Gas Management Act 1989
- Ozone Protection and Synthetic Greenhouse Gas Management Regulation 1995
- Ozone Protection and Synthetic Greenhouse Gas Management Amendment Regulation 2012 (No 1)
- Relevant State/Territory environmental legislation

State or Territory	Appropriate Legislation
Australian Capital Territory	Environmental Protection Act 1997
New South Wales	Protection of the Environment Operations Act 1997
Northern Territory	Environmental Assessment Act 1982
Queensland	Environmental Protection Act 1994
South Australia	Environment Protection Act 1993
Tasmania	Environmental Management and Pollution Control Act 1994
Victoria	Environment Protection Act 1970
Western Australia	Environment Protection Act 1986

Happyville Compassionate Care is committed to contributing toward an environmentally sustainable future. All work is conducted in an environmentally sustainable manner consistent with environmental legislative requirements.

Further information regarding this legislation can be found at the Department of Sustainability, Environment, Water, Population and Communities website – <http://www.environment.gov.au>.

Other legislation

- Aged Care Act 1997

Breach/non-adherence of Workplace Policies and Procedures

Managing breaches of workplace policies and procedures is a critical aspect of maintaining a professional and compliant work environment.

IMPORTANT

All employees have a responsibility to report any breach that they become aware of. Support workers must relay the information to their supervisor immediately and complete an Incident Report.

Identification of Breach

The breach of a workplace policy or procedure may be identified through various means, such as through employee reports, observations by supervisors or managers, or through audits or investigations.

Investigation

Once a breach is identified, a thorough investigation should be conducted to gather all relevant information related to the breach, including facts, evidence, and documentation. This may involve interviewing the involved parties, reviewing records, and conducting necessary inquiries.

Documentation

All relevant information related to the breach should be documented in writing, including the details of the breach, the parties involved, and the investigation findings. This documentation should be kept confidential and securely stored.

Evaluation and Determination

Based on the investigation findings, the breach should be evaluated to determine the severity and impact of the breach and whether it constitutes a violation of the workplace policies and procedures.

Consequences and Actions

If the breach is substantiated, appropriate consequences or actions should be determined, in accordance with the organization's policies and procedures. This may include corrective action, such as verbal or written warnings, retraining, suspension, or termination of employment, depending on the severity and frequency of the breach.

Communication

The consequences or actions resulting from the breach should be communicated to the involved parties in a respectful and professional manner. The affected employee should be provided with an opportunity to respond and provide their perspective, and their rights should be respected in accordance with applicable laws and regulations.

Follow-up and Monitoring

After the consequences or actions have been implemented, it's important to conduct follow-up and monitoring to ensure compliance with the policies and procedures going forward. This may involve additional training, regular check-ins, or other measures to prevent future breaches.

Review and Improvement

Happyville Compassionate Care will periodically review its policies and procedures to identify any gaps or weaknesses that may have contributed to the breach and take necessary steps to improve them to prevent future breaches.

It's important to note that the specific process for handling breaches of workplace policies and procedures may vary depending on our policies, procedures, and applicable laws or regulations.

WORKPLACE POLICY AND PROCEDURES

Quality Standards

Happyville Compassionate Care is committed to quality improvement and we ensure the focus is on improving and not just only maintaining. Quality improvement involves a focus on the efficiency, effectiveness, acceptability, appropriateness and accessibility of services for consumers (who might be clients, family members, carers, other health care professionals and other service providers).

Quality improvement is a continuous cycle of planning, implementing strategies, evaluating the effectiveness of these strategies and reviewing of these strategies to see what further improvements can be made. Happyville Compassionate Care has established internal and external auditing processes that align with the following standards and their key provisions;

- Community Care Common Standards
 - Effective Management
 - Appropriate access and service delivery
 - Service user rights and responsibilities
- The Aged Care Standards and Accreditation Agency
- Management systems, staffing and organisational development
- Health and personal care o Resident lifestyle
- Physical environment and safe systems

While the following two standards are specific requirements for disability service providers in Queensland, Happyville Compassionate Care has adopted these as standards for all business units.

Department of Communities, Child Safety and Disability Services

- Standard for accessibility of services
- Standard for responding to individuals, families and communities
- Standard for participation and choice o Standard for confidentiality and privacy
- Standard for feedback and complaints

- Standard for protecting safety and wellbeing
- Standard for recruitment and selection processes for people working in services
- Standard for induction, training and development of people working in services
- Standard for employee and volunteer support o Standard for organisational alignment
- Standard for governance and accountability

Queensland Disability Service Standards

- Service access
- Individual needs
- Decision-making and choice
- Privacy, dignity and confidentiality
- Participation and integration
- Valued status
- Complaints and disputes o Service management
- Protection of legal and human rights and freedom from abuse and neglect
- Staff recruitment, employment and development

Further information regarding these standards can be found at the following websites

- [Department of Health and Aging](#)
- [Department of Communities, Child Safety and Disability Services](#)

Code of conduct

Policy

Happyville Compassionate Care is committed to ensuring Care Workers/Disability Support Workers behave in an expected manner consistent with Happyville Compassionate Care policy, procedures, goals and objective when working and communicating with clients, family members, colleagues and other agencies.

When Care Workers/Disability Support Workers carry out their duties they have a responsibility to;

- Work within their role and responsibilities
- Familiarise themselves with the policy, procedures, goals and objective of Happyville Compassionate Care and behave accordingly.
- Co-operate, show respect and communicate appropriately with management, colleagues and other agencies to promote and deliver quality services to clients.
- Show respect and provide care in a way that upholds the client's privacy and dignity.
- At all times maintain a 'professional' relationship with clients.
- Promote and protect clients' right in relation to diversity and equity.

- Immediately raise concerns about issues in relation to suspected client harm and abuse.
- Fully involve the client (and family where appropriate) in making informed decision about their lives and how to meet their individual needs.
- Provide person centred care that considers the individual's culture, religious, social, emotional and physical needs.
- Understand and comply with the privacy and confidentiality practices of Happyville Compassionate Care and maintain accurate records as required.
- Refrain from being under the influence of alcohol or illegal drugs whilst carrying out work duties.
- Refrain from using position and information improperly which could result in being detrimental to the organisation and its clients or for the advantage of self or others, directly or indirectly.
- Be committed to developing own knowledge and skills.

Code of Ethics

Happyville Compassionate Care is committed to ethical support of all clients and ensures that all practices are in line with the Code of Ethics for Residential Aged Care which sets out the ethical commitments made by the Aged Care Sector in addition to its legal obligation to comply with the Aged Care Act 1997 and Principles under the Act.

- The right of individuals to be treated with respect
- The rights of the individual to life, liberty, and security
- The right of individuals to have their religious and cultural identity respected
- The right of competent individuals to self-determination
- The right to an appropriate standard of care to meet individual needs
- The right to privacy and confidentiality
- The recognition that human beings are social beings with social needs.

Further information regarding this legislation and code of ethics can be found at the Department of Health and Aging website – <http://www.health.gov.au/>

Complaints and Grievance

Policy

Happyville Compassionate Care is committed to ensuring that all clients, family members and carers are free to lodge complaints and grievances and to have those dealt with promptly and fairly. Management of disputes and grievances will be fair to both the complainant and respondent. The complainant will be responded to courteously and will be given high priority for resolution and remediation.

Procedure

The following procedures are implemented to enable Happyville Compassionate Care to meet its policy objective of ensuring that all clients and their family are free to lodge and have resolved any disputes or grievances regarding the organisation, its staff and/or its services.

- Clients, family members and carers will be provided with information about the Happyville Compassionate Care complaints process and will be advised of their rights to use an independent advocate and lodge a complaint with the relevant statutory body. Information will be communicated in the clients preferred communication method.
- The complainant can make a complaint verbally or in writing.
- The complaints Officer will meet with the complainant within five working days of the client lodging the complaint.
- All complaints will be handled confidentially and within a fair and impartial process.
- All complaints will be protected from victimisation or retribution
- The Complaints Officer will interview the complainant and document the complainant concerns and resolutions to the issue.
- The Complaints Officer will interview the respondent and develop a proposed plan to remedy the complainant concerns within ten working days of first interviewing the complainant.
- If in the event the proposed plan to remedy the complainant concerns has not been accepted by the complainant then the complainant will be advised of their rights to make an appeal or take the matter through other avenues.
- All resolved or unresolved complaints will be taken to the next Happyville Compassionate Care Management Committee meeting to be discussed and inform service improvements.

Privacy and Confidentiality

Policy

Happyville Compassionate Care is committed to protecting clients right to privacy and confidentiality by keeping personal information in a secure place and only accessible for authorised use.

All staff of Happyville Compassionate Care have a responsibility to protect clients rights of privacy and confidentiality. Staff are not to disclose or discuss any information about a client without the necessary authority except where it relates to their daily care of that individual during the course of their work.

- Clients are provided with information about Happyville Compassionate Care privacy and confidentiality policy. Information will be communicated in the clients preferred communication method.
- Personal information is only collected with the person's informed consent.
- Personal information will only be disclosed to a third party with the clients' consent, except where the personal information is required or authorised by or under law.
- Personal information is only collected for which Happyville Compassionate Care requires for its primary function.
- All personal information is protected from loss, modification and misuse.
- All client personal information held by Happyville Compassionate Care is accessible to them and they have the rights to seek any correction.
- Clients are asked to provide the name of a next to kin or designated guardian who they wish to have access to their personal information.
- All personal information collected is stored in locked filing cabinets.
- All personal information stored on computer files are password protected.
- When a client's file is transferred from Happyville Compassionate Care office to the client's home all personal information is kept secure in a locked briefcase. These are supplied by Home Care Support.
- For clients who receive ongoing community care their personal file is kept in their home and it is the responsibility of the client.
- For clients receiving 24hour support their personal information is kept in their home in a locked cabinet.

Personal information refers to any material whether photograph, video, spoken, written or otherwise that would show apparent identification of a person or personal details.

Documentation

Regardless of the type of written documentation, to ensure that they are of the highest quality to meet legal and organisational standards it is important to comply with the following:

- Be certain the client's name is written on each page of the document.
- Date all entries
- Always use blue or black ink.
- Avoid the use of white out in hand written documents. Draw a line through an error, date and sign.
- Your writing should be neat and legible.
- Be objective and use understandable language (only use abbreviations approved by the Happyville Compassionate Care).
- Don't leave spaces between entries, draw a line to through unused spaces on the paper.
- Be concise, accurate and factual.
- Present the information in a logical order.
- When recording a client's statement use quotation marks.
- Sign your name then print your name and status (i.e. Care Worker) on any written information.
- Do not complete documentation on behalf of another staff member.
- Any significant change in the client's physical, emotional, behavioural and environmental condition must be conveyed to the supervisor immediately.

Privacy and dignity

Policy

Privacy and dignity is a basic human right and Happyville Compassionate Care is committed to protecting all client's right to privacy and dignity. All staff of Happyville Compassionate Care have a responsibility to protect clients rights of privacy and dignity while providing personal care support.

- Communicate with the client about their personal care support preferences
- Maintain effective communication and maintain personal dignity at all times
- When providing personal care doors must be closed, and screens and curtain drawn to maintain privacy and dignity
- When you are supporting with personal care needs cover areas of the body that are not being cleaned.
- Do not touch a client's personal belongings without asking for permission.

Supporting a client with personal care

1. Introduce yourself
2. Refer to the clients care plan and confirm you have the person's care plan
3. Communicate with the client about the activity, their preference and identify the degree of support required*
4. Prepare equipment and place within reach
5. Wash hands
6. Ensure the room and water temperature is comfortable
7. Use the correct cleansing lotion
8. Support the client to ensure they are pat dried thoroughly to avoid any skin problems
9. Apply makeup, shave and brush hair as per the clients' preference

On completion of the activity:

- ensure glasses, hearing aids and mobility aids are applied.
- When you have completed ensure the client is comfortable
- Clean and tidy area
- Wash hands
- Report and document changes in the client's condition and care needs to the supervisor

*Maintain effective communication, privacy and dignity at all times

Independence, informed choice and decision making

Policy

Happyville Compassionate Care is committed to supporting and protecting client's right to make informed and independent decisions about their own life and give informed consent. This policy assumes that each participant has the dignity of risk to make their own decisions.

- Active decision-making and individual choice is supported for each participant, including the timely provision of information using the language, mode of communication and terms that the participant is most likely to understand.
- Each participant's right to the dignity of risk in decision-making is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration.
- Each participant's autonomy is respected, including their right to intimacy and sexual expression.
- Each participant has sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit.
- Each participant's right to access an advocate (including an independent advocate) of their choosing is supported, as is their right to have the advocate present
- Happyville Compassionate Care will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

- Regular communications with participants must be planned and performed in a way that is identified during the initial assessment process and documented in their Individual Support

Person-centered Planning

Happyville Compassionate Care is committed to ensuring highly individualised care and quality of life for clients. The person is at the centre of the planning process and the core value of person-centered planning is supporting individual choices, preferences, goals, aspirations and holistic needs. Holistic is inclusive of social, relationship, physical, emotional and spiritual needs.

- Person centred planning involves the client, family, friend/s, professional consultant and any other person the client wishes to be part of the process. making and choice.
- Plans are developed to reflect the client's strengths, wishes, preferences, future goals and support requirements.
- The plan is regularly monitored and reviewed to ensure the client's needs are continually meet.
- A person centred planning meeting is conducted regularly or when required.

Workplace Health and Safety (WHS)

Happyville Compassionate Care is committed to ensuring a safe environment for clients, family members, staff and visitors. Workplace Health and Safety (WHS) practices will be managed consistently and within WHS legislative requirements.

- All Happyville Compassionate Care staff will be provided with appropriate information and training in relevant WHS standards and practices.
- All Happyville Compassionate Care staff will be provided with the necessary equipment to minimise workplace accidents, injuries and illnesses
- Happyville Compassionate Care will take all reasonable steps to assess the safety of the locations where Happyville Compassionate Care staff provides support to clients. This includes conducting WHS assessment prior to staff delivering services to clients in their home.
- Where appropriate Happyville Compassionate Care staff will be provided with a safe and reliable means of transportation between the office and work sites.
- Happyville Compassionate Care will ensure all work related accidents, injuries and illnesses are properly documentation, investigated and managed in line with WHS legislative requirements.
- In the event of injury or illness Happyville Compassionate Care will implement a rehabilitation plan to assist the staff member to return to work as soon as practicable.
- Happyville Compassionate Care will promptly investigate, remedy and document any organisational employee concerns regarding occupational health and safety matters.

Managing hazards

Effective hazard management is the key to preventing/eliminating or minimising workplace illness and injury. Hazard management is most effective when it is managed on a systems basis rather than ad hoc. This involves five steps (often referred to as the SAFER approach):

- SEE (identify) the hazards
- ASSESS the risks (decide how serious they are)
- FIX (control) the risks
- EVALUATE the outcomes
- REVIEW the controls and monitor compliance.

The major goal of managing hazards in the community is worker safety. They must be made aware that, if their personal safety is threatened, it is better to leave than remain in an at-risk environment.

Hazard identification

A hazard is something that has the potential to cause injury or illness.

To identify hazards you should:

- conduct a safety check before the worker starts work in a new client's home
- seek information about hazards from referring agencies
- encourage workers to report hazards using hazard forms or direct reporting
- discuss WHS at staff meetings(while maintaining client confidentiality)
- check records of incidents, injuries or near misses

Some hazards will be more obvious than others. When you are conducting an inspection include both the outside of a home and the inside.

Review the environment (lighting, access, dust and noise), security, housekeeping, work tasks, equipment and check for any hazardous substances. It is important to consult with the client when conducting a safety check and to involve them as much as possible, informing them of any issues identified which may affect their, or a Support Worker's personal safety.

Risk assessment

Risk assessment is deciding the level of risk associated with a hazard in order to plan what to do about it. Risk assessment is best done in consultation with the people working in the area.

To estimate the level of risk, you and your workers should consider:

Likelihood: How likely is it that an injury or illness will result from the hazard?

Consequences: How severe the injury or illness resulting from the hazard might be. You may need to consider:

- the nature of the hazard how it might affect health and safety
- how workers are exposed to the hazard
- how much, how often and how long workers are exposed to the location of the hazard

Challenging or aggressive behaviour

Workplace violence is defined as ‘any incident where an employer or worker is abused, threatened or assaulted in situations relating to their work’ and includes issues such as sexual harassment, bullying and challenging client behaviours.

Threats to the personal safety of community workers may arise from interaction with clients, client’s family members or friends, or members of the general public. This issue presents a particular problem, as community workers often work alone and after dark.

The work is conducted within another person’s environment and workers can be confronted with values, attitudes and belief systems at odds with their specific training and experience.

It is sometimes difficult to anticipate who else may be in the house at the time workers visit or to control the behaviour of visitors. As a result, workers may be at risk of experiencing challenging, aggressive and/or violent behaviour from a client or a client’s relative or visitor/s. In most situations, planning and good interpersonal skills will significantly reduce the likelihood of situations deteriorating to the point where workers are threatened. Workers should be trained to always be aware of their surroundings and how to de-escalate tense situations. Challenging behaviour may include:

- verbal abuse
- inappropriate sexual behaviour
- difficult personalities
- those with unrealistic expectations or who repeatedly refuse services
- aggressive or threatening behaviours directed at themselves, property or others.

These behaviours can put the physical or psychological health of workers at risk. There may also be an accumulative effect, that is, while a one-off incident may not cause psychological harm; repeated incidents may result in harm. Further, psychological harm from the incident will vary in degree from worker to worker depending on their past experiences, values and beliefs.

Factors that may contribute to clients displaying challenging behaviour include:

- pain(physical or psychological)
- a feeling of loss of control
- depression, anxiety, loss or grief
- frustration from not being understood due to language barriers, speech impediments, or from misunderstanding/misinterpreting information or situations
- lack of self worth, loneliness, powerless, feeling ignored, having unmet needs or rejection
- confused states caused by dementia, hypoglycaemia or epilepsy
- mental illness or personality disorders
- brain injury or physical and neurological disability
- medication – either incorrect or omitted doses.

When facing the risk of challenging behaviour, you should remove yourself from the situation if its safe to do so, you and your workers should consider whether the client exhibiting challenging behaviours has control of their behaviour or is without control e.g. due to brain injury, dementia, mental illness etc.

Those who do have control should be made aware of the natural consequences of their behaviour e.g. changes to the services provided.

Where clients do not have control, it is essential to identify triggers and to prevent these occurring or to minimise the risk of hazardous outcomes. Details relating to the client's capacity to control behaviours, triggers, risk assessment, assisting medical staff and other members to develop a behaviour management plan along with applying strategies to address specific behaviours and any actions taken must be recorded and communicated to relevant workers, informing medical staff of the clients conditions, completing an incident report . The worker's perception of aggressive behaviour is important. Not all expressed anger is a problem to workers, but if 'it hurts your feelings' or 'makes you feel uncomfortable' it is an incident and should be reported

Reporting and Recording

Hazard Reporting

- Where possible staff should take immediate action to remove or minimise the risk associated with any hazards. In some circumstances to minimise this may involve removing equipment from service and applying 'out of service' tags or isolating an area where a spill may have occurred.
- If staff are not able to control the hazard themselves they must notify the supervisor immediately.
- Staff must document all hazards that they identify or are reported to them by clients, visitors and/or family members which they cannot eliminate immediately.
- All hazards must be documented on the Hazard Report Form.
- The completed Hazard Report Form must be completed and forwarded to the supervisor within 24 hours.

Incident Reporting

- Staff must report all client concerns, injuries, incidents or 'near misses' to their supervisor for hazard identification and control.
- All incidents must be documented on an Incident Report Form
- Inform medical staff (where applicable) if you are in a client home and there is risk to your personal safety due to clients behaviour
- Assist medical practitioners and
- If staff are unable to complete an Incident Report Form at the time of the incident they must complete the form within 24 hours and submit it to the supervisor.

Progress Reporting

- Staff must report all client concerns beyond the scope of their role to their supervisor either in writing via email or verbally
- Your email or verbal report must include the date, time and incident of the situation, e.g. challenges, concerns, actions or strategies that you may have recommended.

Case Notes

- Staff must update client case notes where relevant
- Case notes should include the date, signature and printed name with all entries
- Put a line through any errors, date and sign
- Use blue or black ink
- Only use approved abbreviation approved

- Writing must be legible
- Entries must be objective and write clients direct words with quotation marks
- Entries must be factual, accurate and in a logical order.
- After the entry draw a line through to the end of the page.

Ergonomic Requirements

Happyville Compassionate Care is committed to minimising the risk of staff developing *Occupational Overuse Syndrome (OOS)*. All staff must take all reasonable steps to ensure that wherever possible, their equipment is reasonably adjusted to meet their personal needs. The following ergonomic considerations should be taken into account based upon the role and work environment of the individual staff member.

- Workstation height and layout
- Chair height, seat and back adjustment
- Screen position
- Keyboard and mouse position
- Footrest
- Posture
- Document holder
- Lighting
- Noise minimization

Communication Protocols

Effective communication is crucial in providing quality care to individuals in aged care and disability settings. This policy establishes the communication protocol to be followed by all staff members to ensure clear, respectful, and efficient communication with clients, their families, carers, and all other stakeholders.

Policy Procedure:

Use Clear and Respectful Language:

- Use simple and easily understandable language when communicating with clients, their families, and colleagues, taking into consideration their level of comprehension and any potential language barriers.
- Use respectful and professional language at all times, avoiding derogatory, discriminatory, or offensive language.
- Address clients and colleagues by their preferred name or title, as appropriate.

Active Listening:

- Practice active listening, which involves fully focusing on the speaker, maintaining eye contact, avoiding interruptions, and providing feedback to ensure understanding.
- Seek clarification when necessary and confirm understanding by paraphrasing or summarizing the speaker's message.

Use of Non-Verbal Communication:

- Be aware of non-verbal cues such as body language, facial expressions, and tone of voice, as they can significantly impact communication.
- Use appropriate non-verbal cues, such as smiling, nodding, and maintaining an open posture, to convey empathy, respect, and understanding.

Timely and Accurate Documentation:

- Document all relevant communication with clients, their families, and colleagues in the appropriate records or documentation systems, following organizational policies and procedures.
- Ensure that documentation is accurate, complete, and reflects the facts of the communication in a timely manner.

Use of Communication Aids:

- Utilise appropriate communication aids, such as visual aids, written materials, and interpreters, when necessary, to facilitate effective communication with clients who have hearing, speech, or cognitive impairments.
- Seek assistance from colleagues or external resources, such as language interpreters, as needed to ensure effective communication.

Privacy and Confidentiality:

- Respect and maintain the privacy and confidentiality of all communication with clients, their families, and colleagues, in accordance with relevant laws, regulations, and organizational policies.
- Only share information on a need-to-know basis and obtain proper consent before disclosing any personal or sensitive information.

Resolution of Communication Issues:

- Address any communication issues or conflicts in a timely and professional manner, using appropriate channels, such as speaking with the individual directly or involving a supervisor or manager, as needed.
- Seek guidance or training from relevant resources or colleagues to improve communication skills or resolve communication challenges effectively.

Ongoing Education and Training:

- Participate in ongoing education and training programs related to effective communication in aged care and disability settings, as offered by the organisation or external sources, to enhance communication skills and knowledge.
- Stay updated with relevant policies, procedures, guidelines, and best practices related to communication in aged care and disability settings.

Written Communication

Determine the Purpose

Clearly identify the purpose of the written communication. Is it to inform, request, persuade, or convey a message? Understanding the purpose will help you determine the appropriate tone, format, and content of the written communication.

Plan and Organise:

Organise your thoughts and ideas before you start writing. Outline the main points or key information that you want to convey in a logical and coherent manner. Consider the intended audience and tailor your communication accordingly.

Choose the Right Format

Select the appropriate format for your written communication. It could be an email, memo, letter, report, or any other suitable format depending on the purpose and audience of your communication.

Use Clear and Concise Language

Use simple and easily understandable language. Avoid jargon, technical terms, or complex language that may be difficult for the reader to understand. Be concise and to the point, avoiding unnecessary wordiness.

Follow Proper Grammar and Spelling

Use correct grammar, punctuation, and spelling to ensure that your written communication is professional and credible. Proofread your communication to catch any errors before sending or submitting it.

Include Relevant Details

Include all the necessary and relevant details in your written communication. Provide facts, data, examples, or evidence to support your message or request. Use bullet points, headings, or lists to make the information more accessible and easy to read.

Use Appropriate Tone

Use a professional and respectful tone in your written communication. Consider the relationship and level of formality with the recipient, and adapt your tone accordingly. Avoid using negative, confrontational, or emotional language.

Review and Revise

Review and revise your written communication to ensure that it effectively conveys the intended message and meets the purpose and requirements. Check for clarity, accuracy, and coherence. Make any necessary edits or improvements before finalizing and sending the communication.

Maintain Confidentiality

If applicable, ensure that any confidential or sensitive information is protected and shared only with the appropriate recipients in accordance with organizational policies and legal requirements.

Also refer to the Style Guide further in this document.

Electronic and digital communication

- Choose the appropriate electronic communication channel for your message. This could include email, instant messaging, chat, or other communication tools commonly used in your organization or industry.
- Consider the intended audience for your electronic communication. Tailor your message to the specific recipients, keeping in mind their level of familiarity with the topic and their communication preferences.
- Use simple, clear, and concise language in your electronic communication. Avoid jargon, technical terms, or complex language that may be difficult for the recipient to understand. Keep your message focused and to the point.
- Use appropriate formatting in your electronic communication, such as paragraphs, headings, or bullet points, to make your message easy to read and understand. Use a professional font, font size, and formatting that aligns with your organization's guidelines.
- Include all the necessary and relevant details in your electronic communication. Provide context, facts, data, or examples to support your message or request. Use hyperlinks or attachments for additional information, if applicable.
- Use a professional and respectful tone in your electronic communication. Avoid using negative, confrontational, or emotional language. Be mindful of the tone in your messages to maintain a positive and professional communication environment.
- Follow proper electronic communication etiquette, such as using appropriate greetings and sign-offs, using subject lines that accurately reflect the content of your message, and using appropriate language and tone.
- Be mindful of the sensitivity and confidentiality of the information being shared electronically. Follow organizational policies and procedures related to data privacy and security, and avoid sharing confidential or sensitive information inappropriately.
- Review and revise your electronic communication to ensure that it effectively conveys your intended message and meets the purpose and requirements. Check for grammar, spelling, and formatting errors, and make any necessary edits or improvements before sending or submitting the communication.

Manual Handling Policies and procedures

Happyville is committed to provide a safe environment to its clients and staff members. As Manual handling is an activity that is simply part of everyday life; it cannot be avoided so we must do our best to make sure that we are using the safest techniques possible to avoid injury. It is defined as any activity that requires an individual to exert a force to push, pull, lift, carry, lower, restrain any person, animal or thing.

As a nurse or a personal care worker, this means that Manual Handling is more than just moving and assisting our clients. The majority of tasks we complete in our day include some form of manual handling.

Manual Handling is described as any activity, which requires a person to exert force in order to...

- ✓ Lift
- ✓ Lower
- ✓ Push
- ✓ Pull
- ✓ Carry
- ✓ Move
- ✓ Hold, or
- ✓ Restrain

Manual handling Injuries

Using unsafe manual handling techniques (e.g. incorrect lifting techniques, incorrect posture and moving items that are too heavy for a single person) can cause a variety of musculoskeletal injuries which can impact upon the person's ability to work and their quality of life. Musculoskeletal injuries that may occur from manual handling injuries can include:

- Muscle sprains and strains;
- Ligament or tendon damage;
- Prolapsed intervertebral disks;
- Tendonitis of the shoulders/elbows;
- Abdominal hernias;

Employee's Responsibilities in Manual Handling

As an employee you have a legal responsibility to ensure the safety of yourself and others in the workplace. According to the 2011 Work Health & Safety (WH&S) Act, a worker should:

- Take reasonable care to ensure the health and safety of yourself and others including clients and other workers;
- Report any and all incidents or hazards associated with manual handling immediately to the shift supervisor (including any changes to patient care plans);
- ALWAYS follow safe manual handling practices and techniques and use equipment according to the workplace training that you have received; and
- Be free from the influence of drugs and/or alcohol whilst at work.

Manual handling techniques

Lifting an Object from the Floor

Workers must assess the safety of the area and the weight of the object prior to attempting to lift it from the floor. Use your foot to push the object to determine its weight. If it is too heavy to lift by yourself, recruit another person to assist you or, if you can, divide up the load and move it in manageable sized parts.

- Plan Before lifting or transporting an object, followed TILE in assessing if manual handling would involve strenuous activity and to strategize where to rest and recover.
- Position correctly Ensure to load the object evenly and use handles to maximize the power and grip. Establish a good posture with feet about shoulder-width apart and move the centre of the body as close as possible to the centre before lowering to lift the object
- Place yourself in the 'semi-squat' position

To Pick the load

- use two hands when lifting a box and ensure to keep the load and torso aligned and neutral before moving. Keeping a heavy load on the “power zone,” an area in the body that is horizontally between shoulders and vertically between the middle of thighs and centre of the chest, to ensure that the limbs and trunk are not forced into awkward postures to avoid the likelihood of injuries.
- Place one hand on one end of the top side of the box to tilt it enough to allow the second hand to be positioned underneath the raised side of the object; then bring the hand which is tilting the box down to under the bottom of the box to lift.
- With knees bent, lift the object up keeping it as close to your body as possible; and
- Place both hands underneath the box to protect Carpal Tunnels.
- Proceed ensuring the pathway is clear of any obstacles
- Place instead of dropping the load immediately put it down slowly, steadily, and smoothly when reaching the destination to protect from unnecessary strain and injury

Storage of Objects

It is important to minimise risk when storing items in the workplace. To reduce the risk of manual handling hazards:

- Store any frequently used items at bench height;
- Store only infrequently used, heavy items below bench height; and
- Store only infrequently used, light objects above shoulder height.

Pushing

Whenever you need to push a load, remember to use a wide base of support. Use your body weight to initiate the movement and try to keep your elbows close to your body to avoid injury. Pushing is always safer than trying to pull when moving a heavy object.

Pulling

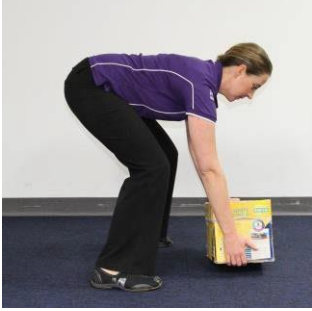

If you do need to pull an object, face the object and use both arms to pull. Place your feet so that your weight is distributed equally and use your body weight to initiate the movement. Preparation of the work area is important to minimise risk. Ensure your path is clear as you may need to walk backwards with the load.

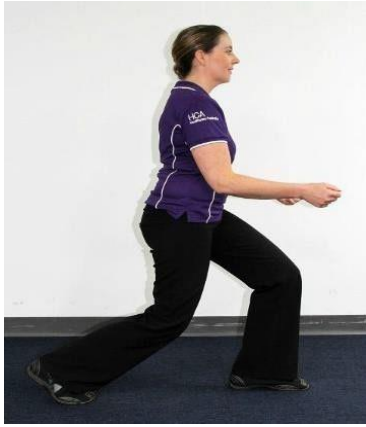
Team Transfers

Good communication is the key for safe team transfers. Most injuries that occur during team transfers are due to one person moving or dropping the load when the other person is not prepared.

To facilitate a successful team transfer:

- Discuss the move with your work colleague and notify them if anything doesn't feel right whilst completing the move;
- Synchronise the movement using 'Ready, Set, GO' or 'One, Two, THREE'; and, • Maintain eye contact throughout the move.

Common Manual Handling Positions	
	<p>Weightlifters Position / Semi-Squat</p> <ul style="list-style-type: none"> • Feet placed evenly apart (either side of the object where possible) • Hips and knees bent (knees approximately 90°) • Bending of the knee is at its greatest when the load is being lifted from floor • Spine in neutral curve • Object close to body • Abdominal muscles braced
	<p>Side-to-Side Lunge</p> <ul style="list-style-type: none"> • Feet slightly wider than shoulder width • Weight through leg closest to head of the bed • Spine in neutral curve • Object close to body • Brace arms against the body • Smoothly transfer body weight horizontally (from side to side) to the leg closest to the foot of the bed.
	<p>Backwards-Forwards Lunge</p> <ul style="list-style-type: none"> • Feet flat, pointing forward • Weight through rear leg • Back foot will receive the weight of the load • Spine in neutral curve • Object close to body • Brace arms against the body • Smoothly transfer body weight forward



Knights Position

- Kneeling on one knee
- Toes of rear foot curled forward
- Maintain the neutral spinal curve;
- Rest your knee on a soft surface if available.

Walking Clients (Reliably Weight Bearing Clients)

- Always walk with a reliably weight-bearing client close to hand rail where possible (on client's strong side if only one worker)
- The worker should walk to the side and slightly behind client. Their near hand positioned in the middle of client's back (belt-line). The worker should position their front hand in 'Duckbill' position for client to hold
- While walking the client take frequent breaks (if required);

Duckbill Hand Position

- The 'Duckbill' hand position is with fingers held together and the thumb tucked underneath. This allows the worker to withdraw their hand easily when/if necessary and prevents potential injury.

Sit to Stand Transfer: One-Person Assist (*Reliably Weight Bearing Clients*)

- The client is positioned appropriately on the chair or on side of the bed, with their feet under knees and approximately shoulder width apart;
- The worker stands beside the client, in a side to side lunge their forward foot blocking client's foot (if needed) and their back foot at side of chair/bed;
- Encourage client to move forward in chair;
- The worker places their near hand on the centre of the client's lower back with their other hand placed gently on top of client's closest shoulder to worker for support;
- The client places their hands on the chair/bed and uses their arms to push themselves off the chair/bed assisting them to stand if able (not using walking frame, etc.);
- The worker's hand applies very slight pressure in an lower back to assist move,
- The worker transfers their body weight from side to side lunge TO the neutral forward/backward lunge move;
- The worker holds the hand that is NOT in the middle of the clients back as a 'Duckbill' grip for client as support when standing and walking.

Sit to Stand Transfer: Two-Person Assist (*Reliably Weight Bearing Clients*)

- The client is positioned appropriately on the chair or on side of the bed, feet under knees and approximately shoulder width apart;
- Both workers' stand facing the client, one worker either side of the client with their forward foot blocking client's foot (if needed), or to the side, parallel to the client with back foot at side of chair;
- Each worker places their near hand in a neutral rest on the client's shoulder but not applying pressure;
- The workers' then place their second hand overlapping in client's lower back;
- The client places their hands on the chair and pushes up to assist to stand as able;
- The workers' force is provided by the hand in the lower back, NOT from under the arm;
- The workers' front feet move from side to side lunge to a forward/backward lunge;

Lie to Sit and Stand Transfer

One-Person Assist

- (Semi-Independent Clients)
- Place a folded slide sheet under the client's buttocks and legs while they are lying flat on the bed (The slide sheet must not cover either the edges or sides of the mattress otherwise the client is in danger of sliding out of the bed onto the floor. The slide sheet helps the client turn in the bed without creating friction to buttocks and legs which may cause skin damage) THEN raise the back rest and adjust the bed height.
- The client can assist by placing their hands next to their thighs on the mattress and pushing down onto the bed;
- Ask the client to push onto the bed with both hands and move/slide their legs over the side of the bed while turning their upper body with the aid of the slippery sheet under their buttocks. Assist lightly with hand under lower shoulder as needed for support; and
- Worker must position front foot in direction of movement and transfer weight with move from back foot to front.
- **Note:** To transfer client to stand from sitting on the side of the bed, to standing is the same procedure as from the chair.

- Having the client's feet slightly off the floor allows the client to step onto their feet rather than pushing up on to their feet. Walking aids should not be placed in front of clients until the client is standing.

Slide Sheet Transfer: Rolling Side to Side

- This is a two person manoeuvre. Ensure the bed height is adjusted correctly, hip height of the shortest person;
- The client is placed on their side by ensuring one knee is bent a doubled slide sheet is placed under them;
- Worker 1 (doing the turn) will have the two edges of the slide sheet facing them;
- Worker 1 will grab the top slide sheet palms up and, in a backward lunge with arms kept bent and taut, will do a backward lunge and maintain/hold that position;
- At the same time, Worker 2 will have both hands placed on the client, to stabilize them
- Together as a team, Worker 1 will lunge back with the slide sheet gripped firmly and Worker 2 will push slightly with their hands and position client on side of the bed;
- As Worker 1 is maintaining the position with arms taut close to their chest and in the backward lunge, Worker 2 will push excess slide sheet under the client for easy removal;
- When both Workers' are ready, Worker 1 will step forward in the lunge movement with sheet firmly gripped and with both arms bent and taut. This manoeuvre will roll the client onto the desired side in the middle of the bed. Worker 2 will place their hands on client's hip and behind shoulder to support the client whilst the slide sheet is removed and pillows are placed behind them; and
- The slide sheet is removed using the double tucking under method. Worker 1 will pass the top sheet to Worker 2 (with hands palm up) Worker 1 will hold the slide sheet under the clients and lunge backwards removing the sheet from under the client. This may take more than one attempt.

Slide Sheet Transfer: Moving up the Bed (Self Propelled)

This is a one-person move to assist clients with leg strength move up the bed.

Please Note: All slide sheet moves should be performed with the worker's knuckles sliding across the bed during the transfer – this prevents lifting which can result in shoulder injuries.

- The bed height is adjusted to suit the shortest worker's hip height;
- Slide sheet is placed under client in the same way as for the previous transfer, except that the open ends of the folded slide sheet face towards the bedhead with open ends visible above the client's shoulders. Use 2 slide sheets for taller clients.
- Bend client's legs with their knees up and feet flat on bed. Use a non-slip foot mat if available.

Ask the client to place arms across chest;

- Worker 1 holds client's feet firmly on the bed and asks the client to look at the foot of the bed and then push through their feet to facilitate the move up the bed;
- Ensure an extra pillow is placed at the bed head to protect the semi-independent client from hurting themselves;
- Use a 2nd Worker to assist if need;

Slide Sheet Transfer: Moving up the Bed (Dependent Client)

This is a two-person assist using the forward-backward lunge

Please Note: All slide sheet moves should be performed with the worker's knuckles sliding across the bed during the move– this prevents lifting which can result in shoulder injuries.

- The bed height is adjusted to suit the shorter of the two workers'
- Slide sheet is placed under client in the same way as for the previous transfer. Use 2 slide sheets for taller clients. Bend client's legs with knees up and feet flat on the bed (prevents dragging heels). Place client's arms across chest;
- Both workers' position themselves at the top of the bed, behind the client, and face the foot of the bed in a backward forward lunge (*see next page for the side-to-side lunge alternative)
- Both workers' lunge forward and grip the top layer of the slide sheet with palms up and wrists locked. Both hands positioned at top of client's shoulder.
- The two workers' stand in a forward lunge position; (Ready)
- Client lifts their head forward. (Set);
- The two workers transfer their weight from front leg to back leg as they move client towards them.(Go)

Although it is preferable to use the backward-forward lunge where possible, the client can also be moved up the bed can also by performing a side-to-side lunge in the case that the worker cannot place themselves at the head of the bed due to furniture placement, etc. The steps would change as follows:

- Both workers position themselves at the top of the bed, behind the client, and face the client in a side-to-side lunge. The worker's feet should be aligned evenly, slightly wider than shoulder width;
- Both workers grip the top layer of the slide sheet with palms up and wrists locked. Starting with the weight through one leg, smoothly transfer the weight to the other leg;
- The two workers stand in a side-to-side lunge position (Ready);
- Client lifts their head forward (Set);
- The two workers transfer their weight from front leg to back leg, keeping their knuckles on the bed, as they move the client towards them (Go).

Moving a Client Bed-to-Bed with a Board Slide

- This is two person assist
- Ensure the bed brakes are on, the area is clear and bed is at the correct height;
- Position slide sheet lengthwise under client using rolling method, hands across chest;
- Move receiving bed parallel and close as possible to occupied bed;
- Worker 1 near occupied bed turns client toward them slightly using a slide sheet;
- Worker 2 on receiving side position the pat slide under the slide sheet and client;
- Pat slide should be under slightly greater than half of the client and covering the join of the beds. Client is carefully released onto their back;
- Palms up, Worker 2 commences to lunge backwards to move client across on the slide sheet and Worker 1 supports the client with their hands, fingers down;
- Both the board slide and slide sheet are removed using client roll method.

Assisting a Client off the Floor INDEPENDENT, NON-INJURED CLIENT

- Client must be assessed by an RN, a Doctor or person in charge to assess for injuries;

- Once assessed and deemed safe to move, use 2 slide sheets to move the client to suitable area;
- Instruct client to bend knees and roll onto their side;
- Client places their hands flat on the floor, pushes up with their arms to a semi- sitting position and then rolls onto their knees into a crawl position;
- Place one chair directly in front of the client and have the client place their hands on the chair. Place 2nd chair behind client, let them feel the chair against their bottom; and
- Instruct the client to place one foot flat on the floor (half kneeling) and then to push their buttock up and back onto the chair behind them. Instruct client to slide back onto chair.

DEPENDENT CLIENT

- Client must be assessed by an RN, a Doctor or person in charge to assess for injuries. If the client has a suspected hip injury, make them comfortable on the floor and await the ambulance.
- Once assessed and deemed safe to move, use 2 slide sheets to move the client to a suitable area;
- Encourage client independence, get them to roll side to side to fit hoist sling. Workers to be positioned on either side of client;
- Maintain safe posture during moves work from kneeling to squatting position and move body and feet to eliminate any twisting.
- Ensure that the lifter will lower sufficiently to lift from the floor;
- Full body sling should be used to lift from the floor to give maximum support;
- Position hoist from client's side and instruct the client to bend knees (if possible) and roll/position hoist legs (1) under the clients knees and(1) behind their head, on an angle. DO NOT use brakes on hoist.
- Raise client with hoist and position in chair or on bed.

Please note: To move a client to a safe, clear area in order to raise them from the floor, position two slide sheets under the client lengthwise together. Pull the top slide sheet. This move is done in stages allowing the worker to reposition their body to eliminate overstretching, crowding and twisting.

Positioning the Sling

When using a lifter it is important to make sure that the sling is positioned correctly to:

- Explain what you are about to do to the client
- You may need to put a pillow under the clients head for reassurance and comfort during the procedure
- Roll the client onto their side
- Place wider part of sling under the clients along torso and seat of sling under clients hips
- Roll the patient back onto their other side and pull sling through
- Pull the leg lengths forward and under the thighs
- Attach the loops to the lifter ensuring that all the same colour loops are being used to maintain equal distribution of weight,
- Different colour straps may be used to position the client but this must be supervised by permanent carer or staff that are familiar with lifter and patient
- Ensure the client is secured correctly and is not fearful of falling out;
- To prevent injury and skin tears; and to prevent the client from getting scared when being lifted and transferred to the bed.
- Using a Sling Lifter
- Position and ensure correct height for shortest worker (e.g. bed height);
- Roll client side to side to fit hoist sling (do not pull forward). Workers' to be positioned on each side in case the client rolls;
- Workers' maintain safe body position, stepping and moving body as needed;
- Position hoist, DO NOT apply brakes;
- Attach sling;
- For sitting position choose short attachment on top of sling, long at bottom;
- Raise client with hoist and position in chair or on bed.
- When turning hoist, 2nd person to push hoist leg with foot from side to straighten and prevent twisting the body;
- DO NOT put brake on when lowering client into chair or bed (allows hoist to move back rather than tipping the chair);
- The only time the brakes are used/on, is when the lifter is being used on a slope and during storing of the lifter.

'No Lifting' Principals

Happyville Compassionate Care will provide the necessary manual handling equipment in the workplace where manual lifting such as bed transfers, moving patients is deemed unsafe, which will assist in the implementation of this policy. Manual Handling and equipment training will be provided in order to affect a safe work environment.

Preparing for manual handling:

- Conduct a risk assessment of the environment. Ensure the area is clear and there are no obstructions or potential risks to the safety of the client and others.
- Refer to the clients care plan
- Communicate with the client about the activity, their preference and identify the degree of support required

- Prepare manual handling equipment and sling
- Attend to the tasks with the recommended number of personnel
- Apply breaks (e.g. lifting device and wheelchair)
- Wash hands to maintain infection control
- Position the client and maintain client privacy and dignity at all times
- Encourage to client to help as much as possible when moving and lifting
- Use manual handling equipment correctly as per the training and the manufactures' instructions.
- When you have completed ensure the client is comfortable
- Tidy the area and ensure it is safe.
- Report to your supervisor if you have any concerns

Infection Control

Happyville Compassionate Care is committed to ensure infection control measures are put in place to ensure a safe environment for clients and staff. All body fluids are to be treated as potentially infectious.

- Cuts and abrasions should be covered with a waterproof dressing.
- Staff must ensure nails kept short and clean if there is significant physical client contact.
- Staff with dermatitis on their hands should seek medical advice.
- Staff must treat all human body fluids, blood and tissues as potentially infectious.
- Maintain a high standard of personal hygiene and grooming;
- Maintain the recommended personal immunisation levels
- Wash hands thoroughly between clients and after contact with human blood, body fluids or tissues (with and without the use of gloves). Routine hand washing is required to remove any micro-organism contamination that may have been acquired from a persons' skin or from objects with in the environment
- Staff must wear personal protective equipment (PPE) such as gowns, gloves, masks and goggles if it is likely that the skin, eyes or mouth will come into contact with human body fluids, blood and tissues.

Using PPE:

- Use correct PPE in line with work requirements
- Ensure PPE is fitted correctly
- Use latex gloves
- Wash hands after removing PPE
- Dispose off all PPE in correct clinical waste bins and wash hands thoroughly.

Hand washing procedures and Hand Hygiene

1. Remove jewellery
2. Use pump liquid soap supplied by Happyville Compassionate Care (an antiseptic solution is to be required for staff before performing an aseptic procedure)
3. Avoid touching sink
4. Wet hands thoroughly with warm water.

5. Lather hands with soap and vigorously rub together making sure all surfaces of the hands are covered , approximately 20 seconds
6. Rinse thoroughly under a moderate stream of water.
7. Dry thoroughly
8. Turn the tap off with a dry paper towel

Managing spills of blood and body substance

1. Gather the a spill kit o disposable gloves, goggles and apron o absorbent fluid
 - o Scoop
 - o clinical waste bags with ties
2. Wash hands
3. Put the gloves and apron
4. Pour absorbent fluid over the spill
5. Cover the material with absorbent paper towel to contain the spill.
6. Scoop up the spill and dispose of it into an clinical waste bags
7. Remove gloves and dispose of them into an clinical waste bags
8. Clean the area with a disinfectant
9. Wash hands
10. Report incident to the supervisor

Managing wastes

Waste-disposal bags have standardised colours to allow ready identification.

- Black for general waste
- yellow for clinical and potentially infectious waste
- yellow rigid container for sharps

Managing wastes in the home

- Wear gloves and or PPE
- Dispose of liquid wastes e.g., dispose of urine in the toilet
- Place waste in a sealed plastic bag and place in client wheelie bin*

Note:

Happyville Compassionate Care will check with the local council as they may have different requirements for waste disposal.

Fire and medical emergency

Happyville Compassionate Care is committed to ensure clients, visitors and staff are kept safe in the event of a fire and/or an emergency situation.

- A fire risk assessment, building and fire systems inspection is conducted every year or when required.
- A staff member is allocated as the Fire Warden

- Staff must attend fire safety every twelve months and practice fire evacuation procedures.
- Emergency contacts numbers must be clearly located near the phone.
- For staff providing 24 hour support for clients living in their home regular fire drills must be conducted.
- Fire safety plans are located throughout the Happyville Compassionate Care buildings and in the client's home.

What should I do if there is a fire in a client's home?

1. Evacuate clients/visitors/staff from the house and close doors behind you.
2. Raise the alarm (Dial 000).
3. Fight fire only if safe to do so.
4. Do not allow any people to re-enter the house following evacuation.
5. Assemble all clients/visitors/staff in the nominated evacuation assembly area and complete a roll call.
6. Before leaving an area report status of evacuation to the Fire Brigade.
7. Report any clients/visitors/staff still in house to the Fire Brigade.

What should I do if there is a fire in an aged care facility?

1. Evacuate clients/visitors/staff from the area of immediate danger to a safe location and close doors.
2. Raise the alarm (Dial 000).
3. Fight fire only if safe to do so.
4. Evacuate clients/visitors/staff if necessary (follow exit signs)
5. Do not allow any people to re-enter the building following evacuation.
6. Assemble all clients/visitors/staff in the nominated evacuation assembly area and complete a roll call.
7. Before leaving an area report status of evacuation to Manager or Fire Brigade.
8. Report any clients/visitors/staff still in building to Manager/Fire Brigade.

Medical Emergency in a client's home

All Care Workers must have a current First Aid Certificate.

In the case of a client being admitted to the hospital via an ambulance the Care Worker must notify the supervisor immediately and ensure the clients medical history form accompanies the client.

In the event of a medical emergency situation

- Apply first Aid
- Raise the alarm (Dial 000)
- Follow the operators instructions and provide the following information
 - o Address
 - o Details of the emergency

Travel and working alone

Happyville Compassionate Care is committed to ensuring a safe environment for Care Workers when delivering care services to clients in the community.

General

- The Care Worker must hold a current class C motor vehicle drivers' licence.
- The Care Worker's car must be comprehensively insured.
- The Care Worker's car must be maintained in a roadworthy condition.
- The Care Worker is responsible for paying all traffic and parking fines incurred while on duty.
- The Care Worker must not drive while under the influence of alcohol and illegal drugs.
- The Care Worker must not drive if they are taking medication that cautions against driving.
- Payment for use of private car will be paid at the rate per km travelled, as provided by the Australian Taxation Office. The Care Worker is encouraged to record the kilometres driven in their log book.
- A first Aid Kit and mobile phone will be supplied by Happyville Compassionate Care

Prior to departure

- Prior to departure the Care Worker must be aware of current weather and road conditions.
- The Care Worker must have accurate directions to the client's home.
- Care Workers are to ensure their identification badge is with them

Travelling to the clients home

- If the Care Worker is travelling long hours they must take the designated breaks.
- The Care Worker must not stop or take breaks in isolated areas for their own safety.

At the clients home

- When arriving at the clients home knock on the door and wait until the client answers. Do not enter the clients home and contact Happyville Compassionate Care immediately if;
 - The clients does not answer the door
 - There is conflict and arguments coming from within the clients home
 - The person answering the door is unknown and gives you cause for concern
 - The client shows behaviours of concern.
- Be alert to escape routes in case of an emergency exit
- Be alert to items that may be used as weapons such as knives.
- Leave the clients home immediately if there is a risk to your safety.

- The Care Worker must carry a mobile phone at all times with emergency numbers pre-programmed. If the Care Worker is in a threatening situation ring Happyville Compassionate Care and say the code words “ I forgot the red marker pen”
- Advise Happyville Compassionate Care when arriving and exiting the client’s home or at agreed times when there is a potential risk.
- Care Workers must keep car keys with them at all times

Leaving the clients home

- Have car keys ready when leaving the clients premises and lock all doors and close all windows once in the vehicle.
- Complete all paperwork at the office or as otherwise stated.

Fatigue and Stress Management

Happyville Compassionate Care organisation believes in creating healthy work is a shared, co- operative venture, where both employees and employers have roles and responsibilities, including the maintenance of a balance between work and non-work activities. It is not something that can be imposed – and it will require mutual understanding, accommodation, respect and the normal processes of give and take for its success.

1 Basic facts about stress and fatigue

1.1 What is ‘stress’ and how does it affect us?

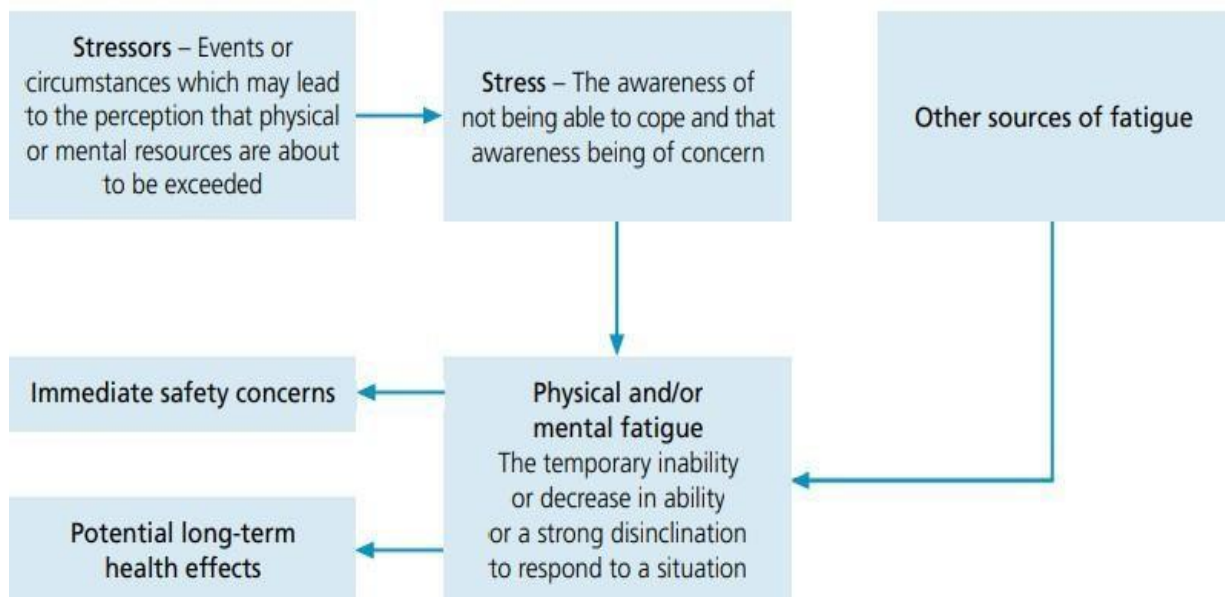
There are many definitions of stress, and many theories about it. No definition or theory of ‘stress’ is perfect. Each theory and definition seems to answer one aspect of the problem well but other

Stressors – events or circumstances which may lead to the perception that physical or psychological demands are about to be exceeded. They can be of several types and can arise in and out of work.

For example, work-related stressors may be:

- inevitable: e.g. starting a new job, learning a new skill, the difficulty of dealing with adverse weather conditions such as drought or flood, unpredictable emergencies in the workplace, intrinsic difficulties in the work such as working in a competitive industry
- avoidable: e.g. undertaking hazardous work for too many hours each week for long periods in a physically demanding environment; producing multiple reports which no-one reads; inhospitable or dangerous physical environments; no performance feedback or only negative feedback; no interest shown by the supervisor in helping solve problems. Non work-related stressors may include:
 - personal: e.g. relationship, child or other family problems, financial difficulties
 - intrinsic: feelings of not coping may just arise from within, with no apparent stressor(s) being discernible.
 - **Fatigue** – the temporary inability, or decrease in ability, or a strong disinclination, to respond to a situation, because of previous over-activity, either mental, emotional or physical. While fatigue can be the result of many things it can result from both physical and mental effort.

Figure 1.1 Workplace stressors, stress and fatigue



Stress is not an illness but an awareness that a person is not coping, and that this is a negative feeling, which may need to be conveyed to the employer.

How (and why) does stress affect us?

The interactions between all aspects of our lives are complex. No one model of 'stress' covers all the fragments of information that are known about it and its implied coping strategies.

When are the effects of stress and fatigue critical?

Stress and fatigue can create safety hazards in the workplace, particularly in safety-critical or safety-sensitive jobs and are especially critical where other workers or members of the public may be affected.

Errors that can be made are not exclusive to health and safety:

- A fatigued pilot or air traffic controller is likely to place many more lives at risk than their own.
- A fatigued worker on a scaffold.
- Fatigued employees using dangerous machinery or a fatigued driver.
- A highly trained employee becomes unable to cope with being at the interface between public expectations and legislative/operational requirements, and resigns.
- An employee in a company where business is increasing rapidly loses track of the status of an order – and the company loses that customer's business.

Managers need to be able to recognise stress and fatigue when it develops in their employees and leads to impairment and should have the training and systems to make sure they can recognize impairment and its potential causes, and act to prevent problems.

Strategies to Manage stress and fatigue:

- Acknowledge that it is normal to feel stressed in your situation.
- Take care of your basic needs.
- Take time to eat, exercise, rest and relax, even for short periods.
- Be mindful of the hours you are working and communicate with your leader if those hours become unreasonable or unmanageable.

- Check in with co-workers to see how they are doing and have them check in with you. Find ways to support each other.
- Speak to your leader about keeping reasonable working hours, where possible, so you do not become too exhausted and burn out.
- Stay connected to friends, family, and community through phone, social media, or messaging apps. This keeps you safe and helps bridge the gap if you find yourself experiencing avoidance by friends, family, or community due to their fear or perceived stigma.

Environment

Policy

Happyville Compassionate Care is committed to ensuring that all work is conducted in an environmentally sustainable manner. We will:

- Use environmentally sustainable systems of work
- Be pro-active in assessing environmental hazards for new and existing work systems, practices and equipment
- Ensure compliance with legislative requirements and current industry standards
- Educate managers and employees in environmentally sustainable practices
 - Reduce, re-use and recycle materials wherever practical, and dispose of waste materials in a safe and an environmentally responsible manner
- Use and communicate through electronic copies of documents where possible and only print documents where necessary
- Print documents as double-sided where possible
- Make use of power saving options on equipment wherever practical

Linen Managing Procedures:

Clean linen

Clean linen must be delivered and stored in a manner that minimises infection transmission risks to both staff and patients. The following principles apply to the management of clean linen. All clean linen must be:

- Delivered to clinical areas on a clean, covered trolley to prevent contamination
- Stored in a clean and dry place that prevents contamination by aerosols, dust, moisture and vermin, and is separate from used / soiled linen, such as a dedicated linen cupboard or an enclosed mobile linen trolley. The door of the cupboard should be closed and / or the mobile linen trolley cover should be kept closed to prevent contamination when not being accessed
- Segregated from used / soiled linen during both transport and storage
- Not stored in unsuitable areas e.g. the sluice room, patient bathrooms, in bed spaces, corridors or on the floor
- Handled minimally to reduce contamination

- Stored in a manner that facilitates stock rotation.

2.2 Used / Soiled linen

The following principles apply to management of used / soiled linen:

- Used / soiled linen should be handled as little as possible and handled with care, to avoid the dispersal of microorganisms into the environment and to avoid contact with staff clothing
- Standard precautions apply when handling used / soiled linen. Appropriate personal protective equipment (PPE) must be worn when handling used / soiled linen to reduce risk of exposure to blood and body substances
- Used / soiled linen should be bagged in a linen skip at the point of use. Do not place used / soiled linen on the floor or other surfaces such as lockers or tabletops to reduce risk of contamination • Linen heavily soiled with body substances or other fluids that have a potential to leak should be placed into leak-proof bags before being placed into the usual fabric linen bag
- Care should be taken to ensure that sharps and other objects are not disposed of into linen skips.
- Do not shake linen to prevent environmental contamination with microorganisms • Do not overfill linen bags i.e. $\frac{3}{4}$ full or no more than 15kg.
- Linen skips must be stored separately from clean linen in areas specifically designated for soiled linen
- Used linen must not be rinsed or sorted in patient-care areas or washed in domestic washing machines unless there is a need to launder individual personal patient laundry, which must be undertaken as per section 6
- All linen bags should be tied secured before transporting
- Any vehicle used for the transport of soiled linen should be cleaned after use
- Hand hygiene is to be performed after handling used / soiled linen.

Handling and cleaning client equipment/shared equipment to prevent spread of infection

Equipment shared between patients must be cleaned and disinfected

- Between use
- At the point of care (patients room/bed space etc.)
- Before storage
- Before sending for repair
- When visibly soiled

Procedures for cleaning:

- Clean grossly soiled equipment immediately to avoid contamination of the environment and damage to equipment from blood or body fluids drying on the surfaces
- When cleaning and disinfecting equipment, avoid splash contamination of nearby furnishings, linens, carts, and other clean items

- Designate a location or space for clean equipment storage. Ideally, clean storage rooms, clean service rooms, or utility rooms with minimum 2 meters (Six feet) separation from dirty equipment
- Contaminated equipment/devices shall not be transported through areas designated for storage of clean or sterile supplies, client/patient/resident care areas or high-traffic areas.
- Use approved disinfectant wipes for point of care cleaning and disinfection of patient equipment. Keep wipes wet; discard if they become dry. Follow instructions on the product label for appropriate personal protective equipment and contact time
- Follow the equipment manufacturer’s instructions for cleaning protocols of specialty equipment.
- Confirm cleaning protocols with manager or designate
- Department manager or designate should ensure equipment cleaning protocols are monitored at least annually and with implementation of new equipment or procedures to ensure adherence to manufacturer’s instructions for cleaning and infection control standards
- Medical equipment/devices labelled by the manufacturer “single pt. use” may be disinfected and reused on the same patient but must not be used on other patients.

Training and Development

Policy

Happyville Compassionate Care is committed to ensuring that all staff are trained and participate in professional development opportunities to achieve the organisation’s goals and objectives. Training and development is integral to workplace productivity, staff recognition and continuous improvement in quality services. The aim of this policy is to identify training and development needs of staff through formal supervision and performance appraisal.

Procedure

- Conduct a formal induction process for all new Happyville Compassionate Care staff.
- Identify training and development opportunities with all staff through formal performance appraisal.
- Provide supervisors with written information and training in conducting performance appraisal
- Ensure all Happyville Compassionate Care staff have one performance appraisal conducted each month.
- Maintain performance appraisal records for each Happyville Compassionate Care staff member.
- Training and development requirements will be identified in line with staff current position duties.
- Staff may request to do professional development that is not specific to their current position duties Happyville. At the discretion of the Manager, Happyville

Compassionate Care shall endeavour to support further professional development through;

- o Organising work hours in order for the staff member to attend the development opportunity

- o Leave arrangement negotiations to attend the development opportunity
- o Granting study leave to attend exams.
- o Negotiated incurred expenses, reimbursement for professional development opportunities

- Maintain an employee training and development record system that ensures all staff attends mandatory training and maintain currency. Mandatory training includes;
- o Manual Handling
- o Emergency Procedures
- o Fire Safety in the Home
- o Infection Control
- o Client rights and responsibilities.
- o First Aid
- Training is to be attended within working hours

Medication Administration

Policy

All staff members administering medications must have appropriate qualifications, training, and demonstrated current competency. The accreditation of such staff must be competency based and professionals should be annually revalidated.

Procedure

You must not administer medication unless you are trained and certified.

- Medication is administered by the support worker/s on shift at the time the medication is required.
- Medication must be administered to one client at a time.
- Medication must be administered immediately after it is dispensed.
- Medication must be administered by the support worker who dispenses it.
- Wherever possible, medication should be administered by two support workers as a confirmation of the process and steps.

Medication Administration Steps

1. Before applying the following steps, always remember to wash your hands before and after the medication administration process.

Step 1	Right person	<ul style="list-style-type: none"> Ask the person's first and last name Does the medication match the patient? 	✓
Step 2	Right time	<ul style="list-style-type: none"> Does the administration of the medication match the information directed on their Individual Support Plan? 	✓
Step 3	Right dose	<ul style="list-style-type: none"> Does the strength and medication dose match the order? Has the label been checked (including the expiry date). Have you checked that the package is tamper free? 	✓
Step 4	Right medication	<ul style="list-style-type: none"> Does the name of the medication match the order? Is the medication within the expiry date? 	✓
Step 5	Right route	<ul style="list-style-type: none"> Is the route is appropriate for the patient's current condition. (e.g. this is how the medication is given to the client). 	✓
Step 6	Right reason	<ul style="list-style-type: none"> Ensuring medication is being given for the correct reason. 	✓
Step 7	Right documentation	<ul style="list-style-type: none"> Document immediately after the medication has been administered. 	✓

Refusal to Take Medication

A client has the right to refuse medication and must not be forced to take medication against his or her wishes. However, every effort must be made to give medication as prescribed.

If a Client refuses to take their medication, the support worker administering the medication must:

- Ask the client why they do not wish to take their medication.
- Explain to the client the reason for taking the medication and the possible effects on their health if medication is not taken.
- Wait 15 minutes and ask the client to take the medication again.

- If the client still refuses, then the issue must be escalated, and your supervisor must be notified.
- Record all details in the client's file.

Adverse reaction to medication

All staff must report incidents, including near-miss incidents associated with medication. Reporting and thorough documentation of adverse medication reactions is essential for preventing the re administration of a drug or related medication that has previously caused an adverse reaction in a particular client.

All adverse medication reactions must be:

- Recorded in the client's clinical record
- Clearly documented in the relevant section of a client's file.

Style Guide

Purpose

The purpose of this document is to help individuals and departments to prepare company documentation consistent with the Happyville Compassionate Care style. The Style Guide explains the style to be applied to company documentation (i.e. not including specialised publishing requirements) together with information on typography, and advice for writing and producing documents. It is recognised that there will be documentation, which is outside these guidelines, but the general format should be followed wherever possible.

The Development of the Style

This Style Guide has been developed to encompass the character of Happyville Compassionate Care and reflects the new progressive approach to the expansion of the organisation whilst still maintaining the sense of tradition and history.

Style Guide elements

Documents

Documents can be in the form of a letter, fax, memo, report, invoice, quote, order and landscape style document. All documents should use black and white to colour headings, tables etc. Colour should only be used to highlight key outcomes in financial reports.

Writing Style

Composition should be concise, friendly, and professional in keeping with the mission statement of Happyville Compassionate Care. Documents should be visually appealing and use unambiguous language.

Standard Operating Environment

Happyville Compassionate Care Publishing's standard operating environment (SOE) is Microsoft Windows. Documentation should be produced using Microsoft Word or Microsoft Excel. This will ensure portability of files and consistency of operation.

Filenames

Happyville Compassionate Care Attire Publishing has adopted the following convention for file names:

Directory path:	\ <code>department name\client name</code>
------------------------	--

Text

All documents will use Arial Typeface.

Headers and footers

Headers

Headers are used for all documents of more than one page. They contain the Happyville Compassionate Care Attire logo, the title of the document and the title of the current section (if applicable).

Footers

Footers are used for all documents and must contain the automatic filename and path feature.

Email

Use a clear subject line: The subject line should accurately reflect the content of the email and provide a brief summary of the purpose of the email. This helps recipients quickly understand the context of the email and prioritize their responses.

Start with a polite and professional greeting: Use a proper salutation such as "Hello," "Hi," or "Dear [Recipient's Name]" depending on the formality of the email and your relationship with the recipient.

Be concise and to the point: Keep your emails brief and focused. Avoid lengthy paragraphs or unnecessary details. Use bullet points or numbered lists to organize information when appropriate.

Use a professional tone: Maintain a polite, respectful, and professional tone throughout your email. Avoid using jargon or technical language that may not be easily understood by the recipient. Use a friendly tone, but avoid overly casual language or slang.

Use proper grammar and spelling: Proofread your emails for grammar and spelling errors before sending them. Use a spell-check tool if needed. Sloppy writing can give a negative impression and undermine your professionalism.

Provide context: Clearly state the purpose of your email and provide any necessary background or context to help the recipient understand the issue or request. Include relevant details such as names, dates, and account numbers, if applicable.

Use a professional email signature: Include your name, title, and contact information in your email signature. This adds a professional touch to your emails and makes it easy for recipients to reach you if needed.

REFERENCES AND ACKNOWLEDGEMENTS:

BHLS blog website (2013). Good posture: how to lose ten pounds in ten seconds. Viewed 7 February 2013,
<http://www.bing.com/images/search?q=good+posture&view=detail&id=4415FB2BA5E14ED2C151D9CE923EC66ED217C6FE&first=150&FORM=IDFRIR>.

Bonner, R & Pocock, M, (2004), Implementing "No Lift No Injury" in the Aged Care Sector Project, Report, Workcover Corporation Incorporated.

Healthcare Australia Pty (2013). Images of Correct Techniques for Manual Handling. NursEd, HCA National Education Unit, February 2013.

Nursing and Midwifery Board of Australia (NMBA), (n/d), Registration Standards, viewed June 2015. <http://www.nursingmidwiferyboard.gov.au/>

Cedars-Sinai website (n/d). Image: Curves of the spine. Viewed June 2015,
<http://www.bing.com/images/search?q=anatomy+of+the+spine&view=detail&id=CED1B3D5014E13E8DB1D2B199F17778DC0EF31C6&first=1&FORM=IDFRI>