



Employee's Handbook

Vision:

To be the preferred choice for Hawkesbury families seeking aged care in an independent, not for profit environment where resident welfare and dedicated, professional care is our first priority.

Purpose:

At Fitzgerald, we are dedicated to providing exceptional residential aged care and support services that uphold the dignity, independence and well-being of our residents. Our commitment is to create a safe, caring and comfortable home environment with warmth, respect and compassion where every resident feels they belong.

Culture:

- *Appreciation and acceptance of the wisdom and life experiences of our residents*
- *Respect and fair treatment of all within Fitzgerald*
- *Pride and enthusiasm in our service*
- *Strong communication with residents and their families*
- *Investment in learning, training and employee knowledge*
- *Any profit is returned to the facility for the benefit of the resident and their families*
- *Appreciation of the identity, culture and diversity of all of our residents, family members and staff.*

Values:

- *Compassion*
- *Kindness*
- *Respect*
- *Dignity*
- *Honesty*
- *Integrity*

FITZGERALD MEMORIAL AGED CARE FACILITY BOARD OF DIRECTORS

Rhonda Hawkins	Chairperson
Christine Paine	Vice Chairperson
Geoff Cottle	Treasurer
Maree McDermott	Director
Natalie Smith	Director
Jenny Baldry	Director
Laurie Rose	Director
Alan Prudames	Director
Gillian Fea	Director

EXECUTIVE STAFF

Solomon Kebede (RN)	Facility Manager
Shelley Whalan	Business Manager

INDEX

General Information	Page - 3
Office Hours	Page - 3
Working Conditions	Page - 3
Orientation	Page - 3
Employment Status	Page - 3
Hours of Work	Page - 3
Payment of Wages	Page - 4
Staff Meetings	Page - 4
Performance Appraisals	Page - 4
CCTV Video Surveillance.....	Page - 4
Staff Education & Training	Page - 5
Comments, Suggestions, Concerns	Page - 5
Meals, Meal Breaks	Page - 5
Smoking	Page - 5
Criminal History Checks	Page - 5
Leave (Annual, Personal / Carer's, Compassionate, Long Service, Parental)	Page - 6
Family and Domestic Violence Leave	Page - 7
Community Services Leave	Page - 7
Serious Incident Response Scheme	Page - 7
Disciplinary Policy	Page - 8
Gross Misconduct	Page - 8
Employee Assistance Program	Page - 8
Employee Participation in Quality Improvement Program	Page - 8
Internal Complaint's System	Page - 9
Employee Obligation for Work Related Injury	Page - 9
Vaccination Policy.....	Page - 9
General Maintenance.....	Page - 9
Observing Speed Limits	Page - 9
WHS / Risk Management	Page - 10
Hazards, Fire Procedures, Managing a Medical Emergency	Page - 10
Personal Phone Calls	Page - 11
Confidentiality	Page - 11
Uniforms & Shoes	Page - 11
Work Ethics	Page - 12
Bullying & Harassment	Pages 12 - 13
Translating and Interpreting Service	Page - 13
Cultural Diversity.....	Page - 13
Open Disclosure	Page - 14
Clinical Governance	Page - 15
Special Conditions of Service	Page - 15
Charter of Aged Care Rights	Page - 15
The Aged Care Quality Standards.....	Page - 16
Organisational Chart	Page - 17
Employee Handbook Acknowledgement - to be signed	Page - 19

*This Employee Handbook has been prepared to assist new and existing employees to understand their role and responsibilities as a member of staff at **Fitzgerald Memorial Aged Care Facility Limited***

General Information

Fitzgerald Aged Care was created through the vision and commitment of a group of local residents and the backing of a number of organisations; a bequest from Mr and Mrs Wymark; a grant from the Federal Department of Health and proceeds from the sale of the old Fitzgerald site in Brabyn Street, Windsor.

Fitzgerald Aged Care has been especially designed for the enjoyment of older people in the Hawkesbury who can access help with day-to-day living while retaining their independence. A total of 48 residents can be accommodated at this beautiful venue which, features spectacular views, fully equipped kitchen, dining rooms, large common areas, balconies and gardens. The facility maintains 46 permanent residents and 2 respite residents. This project would not have been possible without the support of the Hawkesbury community.

Office Hours

The administration office hours are between 9.00 am and 5.00 pm - Monday to Friday. The phone number is (02) 4577 2800. After hours calls will be diverted to the night switch which is active outside of office hours and answered by the Team Leader or Registered Nurse.

Working Conditions

All employees work under an industrial award which is the **Modern Award 2010**. A copy of the **Award** is kept in the main office and for staff convenience a copy is also kept in the Care Staff office. This document remains the property of **Fitzgerald Memorial Aged Care Facility Limited** and cannot be removed from the facility.

Orientation

All employees are taken through an orientation process to support them in settling into their new role as quickly and comfortably as possible. New employees are assigned to a "Buddy" for between 2 and 4 shifts and are taken through policies, procedures, paperwork, fire evacuation procedures, WHS, layout of the facility, meeting the residents/staff etc. Employees are provided with "Duty Lists" for each shift that they work. Duty Lists are a guide **only** since circumstances can sometimes change on an hourly basis.

Employment Status

Employees may be employed as full-time, part-time or casual employee. An employee shall be notified at the point of confirmation of their employment status.

Hours of Work

Hours of work are the hours that you are rostered for. Employees are expected to check their shifts on the Employees' Roster. If an employee doesn't work regular shifts each fortnight, it is their responsibility to check the roster or contact administration to check on their allocated shifts.

Should an employee be asked to stay back due to an unforeseen circumstance the extra time must be signed off on the employee's time sheet by the person in charge of that shift in order for payment to be made.

Payment for overtime will only be paid when authorised prior to the employee undertaking the shift and in accordance with the NES.

Payment of Wages

Payroll is run fortnightly. Wages are paid through electronic funds directly into the employee's bank account. Employees are asked to check their pay slips immediately and advise administration of any error. Salary sacrifice and salary packaging is available to permanent and part-time employees. For more information see the Business Manager.

Pay Slips, Payment Summaries and Communications are available through the Employee Portal online. Upon commencement you will be provided with your log in details.

It is the responsibility of the employee to ensure that their timesheet is completed at the end of the pay period. If you neglect to sign for a shift you are at risk of not being paid for the shift as it will be assumed that you were absent.

Lockers are available for employees and padlocks can be purchased at a cost of \$3 each. Padlocks are to be removed at the end of your shift and all items removed from the locker for to be available for the next shift.

Employees must advise administration of the following as they occur:

- ✦ **Change of address**
- ✦ **Change of phone numbers (home, mobile and contact numbers)**
- ✦ **Change of bank account details**
- ✦ **Change of name**

Should an employee wish to change the account into which his/her wages are paid they are required to provide the payroll officer with at least two (2) weeks' notification of the change of account details in writing.

Staff Meetings

Staff meetings are held as per the meeting calendar. Meeting dates and times are displayed in the Care Staff Office. Although meetings are not compulsory, unless informed otherwise, all employees are encouraged to attend as often as possible to keep abreast of happenings in the facility. An Attendance Record is kept and Minutes from all meetings are displayed on the Staff Notice Board and published in Leecare. If an employee is unable to attend a meeting but would like to raise an item for discussion, they can advise management prior to the meeting.

Performance Appraisals

All employees undergo annual Performance Appraisals. Prior to undergoing an appraisal, employees are to complete the self-assessment section of the Staff Appraisal Form in Leecare or paper form. A Supervisor will then provide feedback of your 'on the job performance' to assist completing the Supervisor section of the Staff Appraisal Form. This is then submitted to Management for review. A face to face meeting will be scheduled to discuss their individual performance appraisal.

During the appraisal process employees have ample opportunity to discuss their appraisal details as well as address any areas of concern or education requests they may have.

Appraisals are conducted in an informal and non-threatening environment.

CCTV Video Surveillance

For security reasons and resident wellbeing, CCTV Video surveillance is in 24 hour operation within the building's common areas. This excludes resident rooms and bathrooms and communal bathrooms.

Staff Education and Training

Fitzgerald Aged Care is committed to providing ongoing training for employees. Each employee is provided with a log in to the Aged Care Learning Solutions online training tool. Each month mandatory modules will be assigned to be completed. The completion of these modules will be remunerated in the following pay.

Fitzgerald also offer a comprehensive range of training programs available via a DVD. They can be borrowed from the Education Library. All borrowed items must be signed for and returned. Participant Work Books are available for each topic and should be completed and handed to the RN. A Statement of Attendance will be issued to staff completing the workbooks. See Management for further information.

Employees are encouraged to keep up to date with education/training to enable them to maintain standards and provide appropriate care for residents.

Compulsory Training

The following training programs are compulsory for all employees annually:

- ✦ **Manual Handling Procedures**
- ✦ **Fire Safety & Evacuation Procedures**
- ✦ **Serious Incident Response Scheme**
- ✦ **Infection Control inclusive of Hand washing and PPE Competencies**

Comments/Suggestions/Concerns/Compliments

Management maintains an open door policy where staff can address any urgent areas of concern they have. Employees can submit non-urgent/non-confidential Comments, Suggestions or Concerns handing them directly to management. If the Comments, Suggestions, concerns are of a more confidential nature they can be placed in the Red Mail box outside of the Activity Room which is kept locked and checked weekly.

Meals and Meal Breaks

Employee tea and lunch breaks are in accordance with the **Modern Award 2010**. All employees are expected to take their breaks. The schedule for breaks is as per employee duty list.

Should an employee wish to purchase a lunch time meal they can do so providing there is a surplus of food. Meals can be purchased from Office staff (during office hours) or catering staff (after hours) for a minimal fee. Employees are not permitted to eat whilst on duty and must eat in designated areas.

Smoking

Smoking is only permitted during an employee's tea/meal breaks - and only in a designated smoking area.

It is the staff responsibility to ensure that the smoking area remains clean and tidy and all cigarette butts are disposed of in the ash trays provided

Criminal History Checks

As part of Commonwealth legislation, prior to commencement of employment, prospective employees must undergo a National Criminal History Check which is valid for a period of three years. If an employee has already undergone a National Criminal History Check with a previous employer or another organisation, a photocopy of the existing Criminal History Check will suffice provided it is current and the original can be produced for sighting. The Employee is obligated to notify Management if charged with a reportable offence following the issue of the Police Check. Employees are assured that the results of the Criminal History Check remain confidential.

Annual Leave

Annual Leave paid in accordance with the **National Employment Standards and Modern Award**

2010.

Application for **Annual Leave** must be completed via the Employee Portal and submitted four (4) weeks prior to commencement of leave. Unless stated, employees are required to take **Annual Leave** within six (6) months of the entitlement falling due. This is in accordance with the **Annual Leave Act**.

Under the NES, annual leave can be cashed out, but the employee must retain an entitlement of at least four weeks paid annual leave and each request must be in writing to the Business Manager with reasonable notice given.

Only one staff member of each classification per shift is able to take leave at one time to ensure adequate staffing for leave periods. Prior to booking any holidays ensure you check with administration to ensure that the dates you wish to take are available.

Employees are allowed to swap shifts with another employee, but a swap shift form must be completed in advance and approved by Management **prior** to the change.

Employees **are not** permitted to cover their own shifts and all roster replacements are to go to administration or if not in office hours the supervisor of the shift is delegated the authority to assign shifts.

Personal / Carer's Leave

Personal / Carer's Leave will be paid to employees in accordance with the **National Employment Standards and Modern Award 2010**.

Employees must contact administration, management/supervisor in charge of the shift to advise of their absence through sickness etc. Employees must also advise of their anticipated return to work.

A Medical Certificate is required for all Personal Carer's leave in excess of one day.

When a Leave Form is not provided indicating type of leave taken, it will be classed as Leave Without Pay.

Compassionate Leave

Compassionate Leave will be paid to employees in accordance with the **National Employment Standards and Modern Award 2010**.

Long Service Leave

Each full-time and part-time employee will be entitled to **Long Service Leave** as per the **Modern Award 2010** which was a provision put in place prior to the introduction of the National Employment Standards and Modern Award 2010.

Parental Leave

The Paid Parental Leave scheme provides financial support to eligible working parents of newborn or recently adopted children. Under the scheme, the government funds employers to provide Parental Leave Pay to their eligible employees. It is the employee's responsibility to make arrangements with Centrelink.

Under the Paid Parental Leave scheme, eligible working parents can get government-funded pay (up to 18 weeks Parental Leave Pay or two weeks Dad and Partner Pay) when they take time off work to care for a new child. Full-time, part-time, casual, seasonal, contract and self-employed workers may be eligible.

Under the NES, an employee is entitled to 12 months of unpaid parental leave in relation to the birth or adoption of a child. As per Section 19 (1) Pregnant employees may be required to take unpaid parental leave within 6 weeks before the birth unless they can provide a doctors certificate stating you are fit for normal duties.

Family and Domestic Violence Leave

All employees are entitled to 10 days of paid family and domestic violence leave each year. This includes full-time, part-time and casual employees.

Paid family and domestic violence leave is a standalone leave entitlement. This means employees get it separately from other types of leave, such as annual leave or paid sick and carer's leave. Employees who are experiencing family and domestic violence can take this leave to deal with the impacts of family and domestic violence where it is not practical to do so outside their work hours.

This might include:

- making arrangements for their own or a family member's safety (including relocation)
- attending court or accessing police services
- attending counselling, or appointments with medical, financial, or legal professionals

Support services 1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. If you or someone you know is experiencing, or at risk of experiencing, domestic, family or sexual violence, call 1800RESPECT on 1800 737 732 or visit 1800RESPECT.org.au

Community Services Leave

Community Services Leave will be approved for eligible employees as per the **National Employment Standards**.

The eligible community services activities include the following:

- jury service;
- carrying out a voluntary emergency management activity; and
- an activity prescribed in the regulation that is of a community service nature.

If an employee is summoned for **Jury Duty** they will receive their normal pay as per the National Employment Standards. **Any monies paid to the employee by the court - other than travel expenses, must be declared to Management and the employee must provide official evidence of the dates of attendance in addition to monies received.**

SERIOUS INCIDENT RESPONSE SCHEME

As an employee of Fitzgerald Aged Care you have a responsibility to provide a caring environment where all residents feel safe and are treated with dignity and respect at all times.

Any person who witnesses or suspects that a serious incident has occurred is required to make a report to the most senior staff member on duty, who in turn is required to make a report to the Aged Care Quality Commission via the Aged Care Portal. If appropriate the Police and/or other agencies may require notification.

Reportable incidents that occur between residents or are reported by residents must be treated as all other reports regardless of whether the residents involved have a cognitive impairment.

Abuse can be any harm to a resident caused by another person in a position of trust or authority. The abuser could be a spouse or family member, carer, friend or a worker / staff member. The abuse can also be from another resident within the facility.

Reportable incident categories are:

- **Unreasonable use of force**
- **Unlawful or inappropriate sexual contact**
- **Psychological or emotional abuse**
- **Stealing or financial coercion by staff**
- **Neglect**
- **Inappropriate physical or chemical restraint**
- **Unexplained absence from the facility**
- **Unexpected death**

If any employee observes, suspects or is made aware of a reportable incident they are to report it immediately to Management or in their absence, Team Leader or Registered Nurse on duty. It is the responsibility of Management to follow up any reported incidents.

Disciplinary Policy

It is the policy of Fitzgerald Aged Care that all employees must fulfil the conditions of their employment contract and adopt the prescribed standards of conduct and performance as set out by legislations (Aged Care Act) and the Aged Care Quality and Safety Commission.

Fitzgerald Aged Care have responsibilities under the Aged Care Act 1997 (the Act), to comply with the Code and to take reasonable steps to ensure that you comply with the Code. If found that a breach has occurred Fitzgerald Aged Care is responsible for providing you with support, training and assistance to make sure you understand your obligations and if this has been met and the breach still occurs will result in disciplinary action and/or reporting to The Commission.

All alleged breaches of discipline relating to misconduct, serious performance issues or inappropriate behaviour involving employees need to be addressed and resolved within the context of the relevant legislation, industrial instruments and the principles of procedural fairness.

Employees that do not fulfil their conditions of employment and/or display unacceptable behaviour will be managed using the following progressive disciplinary processes: Verbal warnings, written warnings, suspensions, termination.

Serious offences such as physical or sexual assault and/or theft will have zero tolerance.

The consumption of alcohol or drugs on premises or working under the influence of drugs or alcohol is regarded as serious misconduct and disciplinary action will result.

Management, in notifying the relevant parties, must consider whether they have any additional mandatory reporting responsibilities, such as the Police and the Department of Health - Aged Care Quality and Safety Commission.

Under the Code, the Commission can take action in response to information received about conduct that is inconsistent with the Code.

Actions the Commission can take include:

- working with a provider to address concerns with conduct
- issuing a caution letter
- banning individuals from working in aged care in severe cases

See Procedure 7.1-HR-7

Gross Misconduct

Serious misconduct involves an employee deliberately behaving in a way that is inconsistent with continuing their employment. Examples include: causing serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business, theft, fraud, assault, or refusing to carry out a lawful and reasonable instruction that is part of the job.

Other known term: misconduct.

In the case of gross and/or wilful misconduct eg: assault, sexual harassment, theft, abuse of residents / staff / or customers, **Fitzgerald Aged Care** reserves the right to **dismiss the employee immediately and without notice**.

Employee Assistance Program

An employee assistance program is a voluntary and confidential counselling service paid for by your employer. The focus is on maintaining the mental wellbeing of employees. They assist when personal, family or work issues are impacting on your health or quality of life. Common issues that people seek assistance for are relationship and family problems, grief and loss, conflict with fellow workers, gambling, alcohol and drug use, stress and or emotional distress. To find out more call Associated EAP on (02) 8007 7474. Your enquiry is confidential.

Employee Participation in Quality Improvement Program

Through our continuous **Quality Improvement Program**, employees as part of their ongoing duties are required to participate in quality activities and the ongoing continuous improvement of the facility for accreditation, facilitating communication and improvements in residents' care services.

Internal Complaints' System

All employees and residents have the right to work and live in an environment that is free from harassment and victimisation.

Fitzgerald Aged Care maintains an effective **Complaint's mechanism** that encourages employees to **raise issues, comments or complaints**. Employees and residents can be assured that they can express any concerns

they may have in confidence.

For more information see Procedure Manual for Grievance and Complaint procedures.

Employee Obligation when Notifying a Work Related Injury

An employee must **report details of an injury** to the staff member in charge of that shift as soon as possible, who will in turn advise Management. This can be done either in person or over the phone should the injured person have left the facility. The employee is responsible for providing a **Medical Certificate** as soon as possible if unable to perform their normal duties. If the work related injury is a Workers' Compensation claim the appropriate forms need to be completed by both the employee and employer.

Where ever possible, the employee should participate in the incident/accident investigation and complete an **Incident Report** which can be found on Leecare.

The Facility Manager is the "Return to Work Co-ordinator".

Vaccination

Fitzgerald Aged Care **strongly recommends** that all staff are immunised against Hepatitis B and that some staff (in high-risk areas) are immunised against Hepatitis A. Hepatitis B vaccine/immunity status tests are available free to all staff. This can be arranged by contacting Management.

All staff are required to receive the annual influenza vaccination. The influenza vaccine will be supplied by the facility and the facility will facilitate the injection of these vaccinations through the use of one of our regular GP's or with Fitzgerald's Immunisation Certified Registered Nurse. Alternatively, staff can receive any vaccination from their own GP and upon receipt of the invoice the staff will be reimbursed for the cost of the vaccination.

Protecting yourself through vaccination will help to protect your family and community from the impacts of COVID-19 including serious illness, death and complications for workplace resourcing.

Vaccination continues to be important in managing the risk related to COVID-19 in high-risk settings such as residential aged care. Aged care workers are required to have a minimum of three COVID-19 vaccinations and strongly encourage to have any further booster injections.

All employees must provide evidence of vaccinations as we are required to keep records and report on the number of workers who have received a COVID-19 vaccination, including booster doses.

For more information, please read 3.4-PCC-11-Vaccination.

General Maintenance

If you note that equipment (including furnishings) are not working it is your responsibility to notify maintenance and your supervisor. Your Team Leader needs to be notified immediately if it impacts resident care and or safety. It is then to be logged in the Maintenance Tasks on Leecare. If the broken item is a potential hazard it is to be removed from service and placed in either the care staff office or reception so that it is not accessible to residents where it could cause harm. The broken item is to be labelled 'Out of Order'. Please see team leader for Labels.

The Team Leaders are responsible to notify Maintenance directly if the item needs attending to urgently.

Observing Speed Limits within Facility Grounds

The facility grounds are shared zones. **Speed signs (10 km p/h) must be observed.**

Employees are asked to be mindful of other cars/delivery vans etc. entering/leaving the facility. Also employees are asked to park in the designated parking areas.

Work Health & Safety/Risk Management

Fitzgerald Memorial Aged Care Facility Limited will abide, as reasonably practicable, by the provision of the **Work, Health and Safety Act (2011)**.

The **WHS Committee meets as per the meeting schedule**. Employees can add an item for discussion to the Agenda or advise any WHS Committee member of any issues they may have.

Under the **WHS Act 2011** all employees have a personal responsibility to ensure they work safely and

not put at risk the health or safety of themselves, fellow employees, residents, visitors, contractors or anyone else who might visit the work place.

Employees must not interfere with, or misuse anything provided for health, safety and welfare. This includes personal protective equipment such as gloves, safety glasses, protective footwear, clothing, and all equipment used in the facility.

Employees have a duty under the **WHS Act** to co-operate with **Fitzgerald Memorial Aged Care Facility Limited** in all matters relating to the safety of the work place.

Work Health and Safety at Fitzgerald is part of an overall Risk Management Framework which contains Policy, Risk Register and Risk Action Plan. It covers areas such as:

- Leadership & Governance
- Relationships & Reputation
- Work Health & Safety
- Human Resources
- Financial Management & Insurance
- Information & Technology
- Assets & Security
- Operational
- Legal

Hazards, Fire Procedures, Managing a Medical Emergency

Hazards:

- ✦ Identify **hazards** in the work place
- ✦ Wherever possible fix the **hazard**
- ✦ If unable to fix the **hazard** complete a **Hazard Report** and advise management / supervisor immediately.

Fire Procedures:

- ✦ On sounding of the **fire alarm**, report to the Fire Board (Front Entrance Foyer) to check the location of the alarm.
- ✦ The Emergency Co-ordinator (**Manager, RN, Team Leader, etc**) that shift is to direct staff to search the location of the alarm and report back any findings,
- ✦ If FIRE is detected, phone **0000 immediately**
- ✦ Move to safety any residents who are in immediate danger.
- ✦ Attempt to extinguish the fire, if safe to do so.
- ✦ On the arrival of the NSW Fire Brigade the senior Fire Officer will assume authority and staff must follow their directions at all times.

NOTE: Staff must attend **compulsory fire evacuation and equipment training** and participate in **fire drills** when arranged annually.

Managing a Medical Emergency:

In the event of a Medical Emergency:

- ✦ Commence first aid assessment / treatment
- ✦ **Ring 0000 if necessary**
- ✦ Call for staff back up using Vital Call/DECT Phones.
- ✦ Commence CPR if you hold a current First Aid Certificate and are confident in this procedure.

Personal Phone Calls

Personal phone calls are only allowed in an **emergency situation**. Should staff need to make a personal phone call they can do so during their rostered breaks.

Employees are not permitted to send or receive mobile calls on their mobile phones whilst on duty without permission from management. Staff are not to have their mobile phones with them while on shift except in an emergency with management approval.

Confidentiality

Fitzgerald Aged Care abides by the **National Privacy Principles** laid down in the **Privacy Amendment (Private Sector Act 2000)**.

The organisation is required to collect information from residents or their representative in order to provide an appropriate service to the residents. This information is referred to as **personal** and **sensitive** under the **Privacy Act**. Any information, which can identify a person, is called **personal information**.

Specific information about an individual including race, ethnic origin, religious belief/affiliation or health information is called **sensitive information**.

In the course of your work, you may be involved in the collection of this type of information and will have access to such information on residents and their families. ***This information must always remain confidential.***

A proven breach of Confidentiality is a serious betrayal of trust and if proven will lead to disciplinary action and in some cases dismissal and / or civil action.

As part of staff orientation employees are asked to sign a Confidentiality Agreement to the effect that they acknowledge and understand their duty to maintain confidentiality and you agree that you will not obtain, use or disclose information in any way which is contrary to the resident.

Uniforms & Shoes

Fitzgerald Aged Care expects its employees to maintain a high standard of presentation and personal hygiene at all times. Uniforms are provided for all employees (a choice of shirt or scrub shirt). Uniforms are to be kept clean, tidy and in good repair.

Employees attending to direct resident care should:

- ✦ be well groomed and of neat appearance at all times **(no hipster pants, jeans, tights or track pants)**
- ✦ wear identification badges whilst on duty
- ✦ wear shoes that are clean and in good repair **(fully closed in Leather or vinyl upper - no sling backs / no cloth shoes)**
- ✦ not wear large or dangling earrings (for your own safety)
- ✦ keep nails short and clean (Infection control / skin tear risk to residents)
- ✦ Single wedding band only with no stones protruding (Risk of skin tears to residents)
- ✦ No bracelets (Infection control)
- ✦ cover any offensive tattoos

During the cooler months Cardigans and vests may be worn at work – they must be either **NAVY** or **BLACK** only. **Cardigans must not be worn when attending to resident care – for infection control purposes. (No hoodies)**

During the warmer months culottes or shorts may be worn at the discretion of management and will be refused if they do not represent our high standard of presentation.

Uniforms remain the property of Fitzgerald Aged Care and when an employee leaves the facility they are responsible for returning the uniforms in clean, tidy condition and in a state of good repair otherwise the cost of the uniform will be deducted from the employee's last pay.

Management and staff look forward to working with you in providing a high quality of care to our residents at Fitzgerald Aged Care.

Work Ethics

Fitzgerald Aged Care maintains a high standard of work ethics. Work ethics are in place to ensure that the facility runs smoothly and allows residents to live in a home like environment. All staff must maintain a work environment conducive to Work, Health & Safety.

The following information may serve as a guide to all staff to allow harmony within the organisation.

- ✦ don't be critical of your peers - kindness will achieve a safe harmonious and secure work place for all
- ✦ offer support and assistance to new staff during their orientation period and beyond
- ✦ all staff have the right to work in an environment free from harassment and discrimination
- ✦ staff must not discuss matters relating to other staff/residents as this is a breach of confidentiality
- ✦ should staff have an issue with management, other staff or a resident please address the matter by discussing it with management or following the Internal Complaint System
- ✦ do not discuss residents or staff information with ex-employees as this is a breach of confidentiality
- ✦ staff should feel good about themselves and the service they deliver to residents
- ✦ staff should be supportive and project a positive work attitude at all times
- ✦ always communicate a positive picture of the facility within the community
- ✦ remember a Breach of Confidentiality is a serious issue and staff must respect others privacy

Bullying & Harassment

Fitzgerald Aged Care is committed to providing a safe and healthy workplace free from bullying and harassment. Workers are protected by this policy whether they feel bullied by a supervisor, another worker, client, contractor or member of the public. Fitzgerald Aged Care will treat reports of workplace bullying seriously. We will respond promptly, impartially and confidentially.

Under work health and safety laws workers and other people at our workplace must take reasonable care that they do not adversely affect the health and safety of others. Fitzgerald Aged Care expects people to behave in a responsible and professional manner, treat others in the workplace with courtesy and respect, listen and respond appropriately to the views and concerns of others and be fair and honest in their dealings with others.

This policy applies to behaviours that occurs in connection with work, even if it occurs outside normal working hours, during work activities, at work-related events, on social media where workers interact their actions may affect them either directly or indirectly.

Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time. Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening. Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated.

Reasonable management action taken by managers or supervisors to direct and control the way work is carried out is not considered to be workplace bullying if the action is taken in a reasonable and lawful way.

If you feel you are being bullied and are not comfortable dealing with the problem yourself, or your attempts to do so have not been successful, you should raise the issue either with your supervisor, or management. If you witness unreasonable behaviour you should bring the matter to the attention of your supervisor or management as a matter of urgency.

The consequences of breaching this policy will result in appropriate disciplinary action being taken against a person who is found to have breached this policy. These measures will depend on the nature and circumstance of each breach and could include: a verbal or written apology, one or more parties agreeing to participate in counselling or training, a verbal or written reprimand, transfer, demotion or dismissal of the person engaging in the bullying behaviour.

Translating and Interpreting Services (TIS National)

The Department provides financial support to government funded aged care providers to access interpreting services. TIS National is available 24 hours a day, seven days a week and provides both telephone and on site interpreting.

As we are registered for this service, if you or a resident require this service you will need to call **131 450** and quote our unique client code **C937890**.

Cultural Diversity

Fitzgerald is committed to an inclusive approach of care focused on adapting and improving practices so they are welcoming, safe and inclusive for everyone.

The Aged Care Act 1997 requires all aged care service providers to 'facilitate access to aged care services by those who need them, regardless of race, culture, language, gender, economic circumstance or geographic location' (the Act 201 [e]) and to 'encourage diverse, flexible and responsive aged care services that are appropriate to meet the needs of the recipients of those services and the cares of those recipients; and facilitate the independence of, and choice available to, those recipients and carers' (the Act 2-1 [g]).

The Act identifies nine special needs groups which aged care providers need to consider in the development and delivery of their services:

- people from Aboriginal and Torres Strait Islander communities;
- people from culturally and linguistically diverse backgrounds;
- people who live in rural or remote areas;
- people who are financially or socially disadvantaged;
- veterans;
- people who are homeless or at risk of becoming homeless;
- care leavers;
- parents separated from their children by forced adoption or removal; and
- lesbian, gay, bisexual, transgender and intersex people.

As an employee you are expected to deliver care that is non-discriminatory and inclusive.

Respecting a person's identity, culture and diversity also means:

- understanding an individual's needs and preferences
- providing care that is reflective of, and responsive to, their culture, ethnicity, language, gender, sexuality, religion and spirituality.

Fitzgerald Aged Care aims to actively promote a corporate culture that supports diversity in the composition of its employees. Embracing diversity, seeks to encourage and facilitate opportunities for the employment of people from different backgrounds, provide skills and career development initiatives, increase workforce participation and create an inclusive environment where employees, volunteers and residents feel they are valued.

Open Disclosure

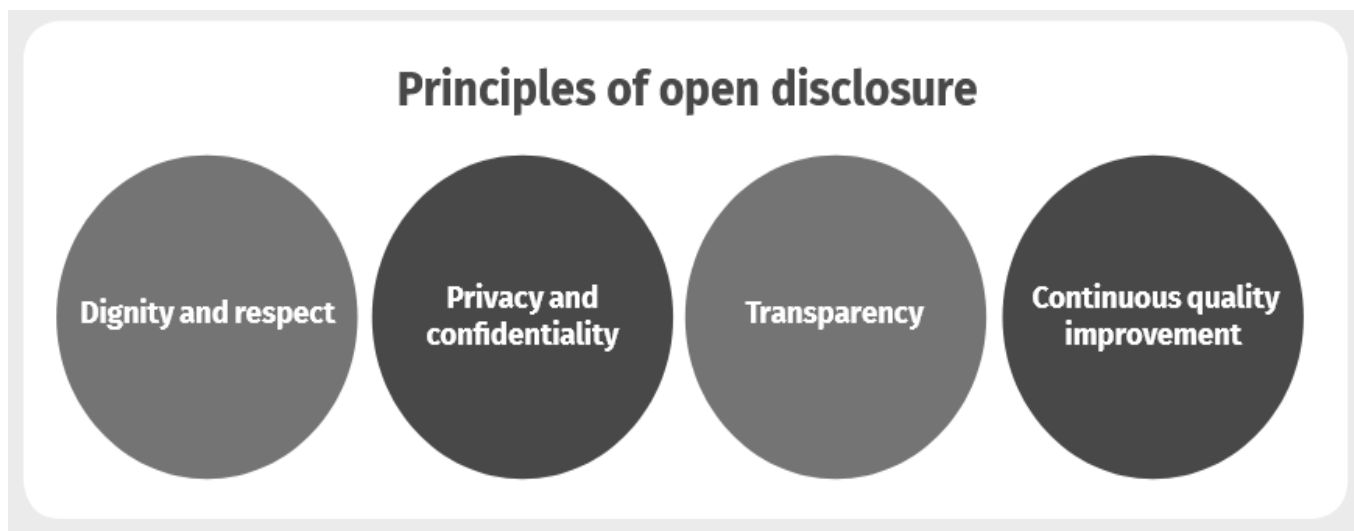
When should open disclosure be used

Fitzgerald will practise open disclosure when something has gone wrong that has caused harm or had the potential to cause harm to a resident. Harm may be physical, psychological or social resulting in loss of quality of life, impairment, suffering, injury, disability or death. This is the definition of harm used in this guidance.

Fitzgerald may identify something has gone wrong through several channels:

- At the point of care delivery for individual residents where care staff have identified that something has gone wrong with the delivery of care and services;

- At the level of managing risks systematically in the organisation, monitoring care outcomes by management such as incident reporting and management, quality reviews and monitoring quality indicators;
- Through established resident feedback mechanisms and engagement with families and resident advocates;
- Through self-assessment and continuous improvement processes; or
- Through external reviews of systems and processes for quality and safety (for example findings of the Aged Care Quality and Safety Commission performance assessment against Quality Standards



The full Open Disclosure Framework Folder is available in the care staff office or through the Leecare "Document Library".

Clinical Governance

Fitzgerald Clinicians and Personal Care Workers work within and are supported by well designed clinical systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice and professional codes of conduct that align with the Clinical Governance Framework.

Staff should take particular note of Antimicrobial Stewardship, Minimising the use of restrictive practices and practising Open Disclosure.

Overall components of Clinical Governance Framework are:

- Governance, leadership and culture
- Resident safety and quality improvement systems

- Clinical performance and effectiveness
- Safe environment for the delivery of care
- Partnering with residents

The full Clinical Governance Framework Folder is available in the care staff office or through the Leecare "Document Library".

Special Conditions of Service

Employees are **not permitted** to do anything for a resident that involves any **legal** or **financial matter** such as:

- ✦ **Operating a Resident's bank account**
- ✦ **Being appointed executor of a Resident's Estate**
- ✦ **Signing for, or knowing passwords/numbers for Resident's Credit and/or Bank Cards**
- ✦ **Offering financial advice on investments, property or the disposal of furniture etc.**
- ✦ **Asking Residents for money/gifts**
- ✦ **Accepting loans of cash**
- ✦ **Accepting cheques, gifts or gift vouchers**

Employees are permitted, on special occasion, to accept flowers or chocolates from residents. Any such gift must be reported to management.

RESIDENTS' CHARTER of AGED CARE RIGHTS

Our residents have the right to:

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

The Aged Care Quality Standards

The new Aged Care Quality Standards commenced on 1 July 2019. There are eight standards that aged care providers must meet.

1. Consumer dignity and choice

Residents are treated with dignity and respect and can maintain their identity. They can make informed choices about their care and services and live the life they choose.

2. Ongoing assessment and planning with consumers

Residents are a partner in ongoing assessment and planning that helps to get the care and services they need for their health and wellbeing.

3. Personal care and clinical care

Residents get personal care, clinical care, or both, that is safe and right for the individual.

4. Services and supports for daily living

Residents get the services and supports for daily living that are important for health and wellbeing, and that enable them to do the things they want to do.

5. Organisation's service environment

Residents feel they belong and are safe and comfortable in the organisation's service environment.

6. Feedback and complaints

Residents feel safe and are encouraged and supported to give feedback and make complaints. They are engaged in processes to address feedback and complaints, and appropriate action is taken.

7. Human resources

Residents get quality care and services when they need them from people who are knowledgeable, capable, and caring.

8. Organisational governance

Residents are confident the organisation is well run and can partner in improving the delivery of care and services.

The Aged Care Quality and Safety Commission independently assesses and monitors service providers' performance against the Standards during Accreditation.

Residential aged care services are required to be accredited to receive Australian Government subsidies. The Commission has been appointed as the independent accreditation body and assesses services' performance against the legislated Aged Care Quality Standards (Quality Standards).

Accreditation involves periodic full audits to assess compliance with the Quality Standards. In addition, the Commission monitors the quality of care and services and manages any non-compliance with the Quality Standards.

Quality assessors assess how a service is performing against the Quality Standards by collecting evidence and arriving at findings based on this evidence. Whenever they visit the assessors have a focus on outcomes for consumers when they collect evidence. They review documented procedures, observe the practices at the service, and they look at consumer records and other documents held by the service such as staff rosters, incident reports, care plans and complaints registers. They also talk with selected consumers or their representatives to get their feedback about their satisfaction with the care and services being provided by the service.

If an aged care provider does not meet the Standards:

- the provider must revise their plan for continuous improvement,
- the Aged Care Quality and Safety Commission will monitor the provider, and / or
- the Department of Health may give them a notice of non-compliance, or a sanction.



Your wellbeing is our concern

As an employee of your workplace, you are eligible for **free counselling**.

Your employer has partnered with Associated Employee Assistance Providers to give you access to quality care, free of charge.

You can use this service to discuss any work-related or personal issues that affect your emotional wellbeing.

To find out more, contact
Associated EAP on (02) 8007 7474.

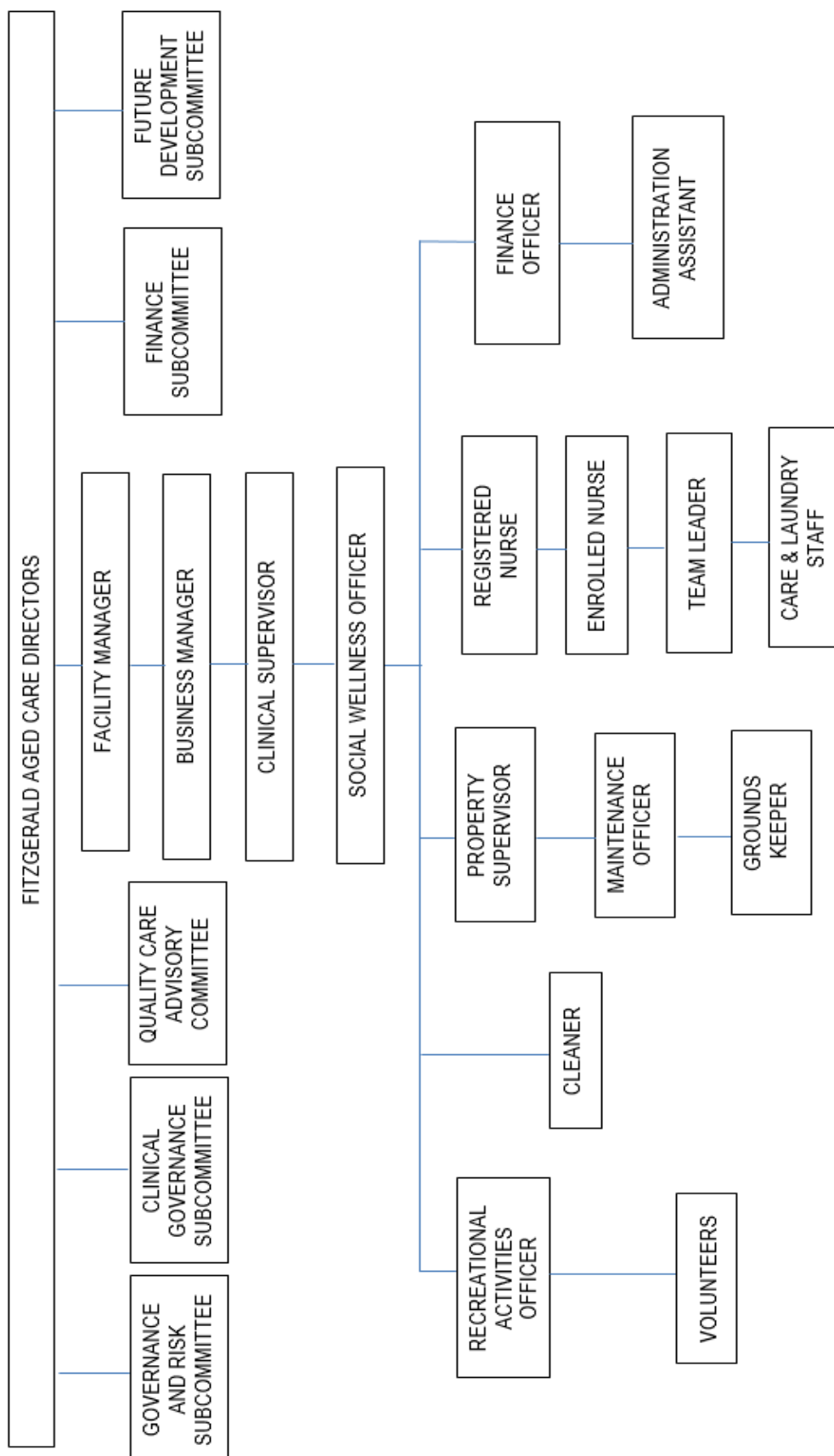
Your enquiry is confidential.



employeeassistance.com.au



ORGANISATIONAL CHART





FITZGERALD

AGED CARE

14 135 898 421

1 Rum Corp Lane
WINDSOR NSW 2756
Telephone: (02) 4577 2800
Fax: (02) 4577 2627
Email: accounts@fitzgeraldacf.com.au

EMPLOYEE HANDBOOK

All staff must read the handbook, sign that they have read and understood it below and return this signed form to the office.

If there is anything that you would like further clarification on please discuss it with Management.

Any non-compliance with what is contained in the handbook may result in disciplinary action.

I have read and understood the Employee Handbook and agree to abide by it:

SIGNED:

NAME:

DATE:

Management Signature **DATE**.....

