



FITZGERALD

AGED CARE

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Employee's Handbook

Vision:

To be the choice for Hawkesbury families for aged care in an independent, not for profit environment and where the importance of dedicated professional care for residents is a priority.

Philosophy:

To provide quality residential aged care and services to older people in a safe, comfortable, homelike environment.

Mission:

We work alongside residents and their families to provide a flexible accommodation environment for our aged residents.

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 and the residents*

Values:

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

FITZGERALD MEMORIAL AGED CARE FACILITY BOARD OF DIRECTORS

| | |
|-----------------|------------------|
| Rhonda Hawkins | Chairperson |
| Bryan Smith | Vice Chairperson |
| Geoff Cottle | Treasurer |
| Maree McDermott | Director |
| Christine Paine | Director |
| Robert Stalley | Director |
| Arthur Rutter | Director |
| Natalie Smith | Director |

EXECUTIVE STAFF

| | |
|-------------------|-------------------|
| Anna Whitney (RN) | Executive Manager |
| Shelley Whalan | Business Manager |

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*This Employee Handbook has been prepared to assist new and existing employees to understand his/her 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 4.00 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.

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 the payroll officer of any error. Salary sacrifice and salary packaging is available to permanent and part-time employees. For more information see the accounts manager.

At commencement of employment you are required to fill in the following forms:

- + **Employee Details Form**
- + **Tax Declaration Form**
- + **HESTA Superannuation Application Form (or provide full details of existing Superannuation Fund)**

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

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 the payroll officer 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.

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.

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, 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 in the Memo Folder which all employees are expected to read and sign. 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 issued with a self-appraisal form which is to be completed. A Supervisor will then coordinate a time for you and them to get together to discuss your 'on the job performance'. This is then submitted by the Supervisor to Management. Management then review the appraisal. The review may entail a further appointment with the employee or simply filing the performance appraisal in your staff file. Alternatively staff can request a meeting with Management 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.

Staff Education and Training

Fitzgerald Aged Care is committed to providing ongoing training for employees. The Aged Care Channel presents a comprehensive range of training programs. 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, or viewed online using the staff members individual login. See Registered Nurse or Management for log in instructions.

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**
- + **Elder Abuse**
- + **Infection Control**

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 to the Executive Manager. If the Comments, Suggestions, concerns are of a more confidential nature they can be placed in the Birdhouse in the foyer 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. All staff are required to sign a Statutory Declaration in relation to their criminal history on commencement of employment. Employees are assured that the results of the Criminal History Check remain confidential.

Annual Leave

Annual Leave is paid in accordance with the **National Employment Standards and Modern Award 2010**.

Application forms for **Annual Leave** must be completed 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.

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 the payroll officer, manager/supervisor in charge of the shift to advise of their absence through sickness etc. Employees must advise manager/supervisor of their anticipated return to work. A **Medical Certificate is required for all Personal Carer's leave** in excess of one day.

Employees must indicate clearly on their time sheet any leave taken and when a Leave Form is not provided indicating type of leave, the leave will be paid as either Sick Without Pay or 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.

Parental Leave Pay is paid to the child's primary carer and eligible parents may get up to 18 weeks pay based on the rate of the National Minimum Wage. They must be on paid or unpaid leave and not working from the time they become their child's primary carer until the end of their Paid Parental Leave period. In most cases, employers provide Parental Leave Pay to their eligible employees. The government provides the necessary Paid Parental Leave funds to employers first.

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.

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 the manager and the employee must provide official evidence of the dates of attendance in addition to monies received.**

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 Australian Aged Care Quality Agency.

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.

The Manager, 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 Complaints Commissioner.

See Policies and Procedures 1.6-HRM-7

Instant Dismissal

In the case of gross and/or willful 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 access the website at www.accesseap.com.au or free call 1800 818 728.

Reporting Incidents of Elder Abuse

As an employee of Fitzgerald Aged Care you have a responsibility to protect all residents at this facility and report any alleged or suspected incidents of abuse to residents at this facility.

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.

Incidents of abuse include:

- **Physical** – hitting, slapping, pushing or burning.
- **Psychological / Emotional** – verbal intimidation, humiliation and harassment, shouting and threats.
- **Financial** – misuse of a person's money, valuables or property, forced changes to legal documents and denying access to or control of personal funds.
- **Sexual** – indecent exposure or assault, sexual harassment or rape.
- **Neglect** – the intentional failure to provide basic life necessities.

If you observe or suspect any incident of abuse you are to report it immediately to Management or in their absence the Registered Nurse. It is the responsibility of the Senior Management to follow up any reported incidents.

Aged Care Facilities are required by law to meet compulsory reporting requirements under the Aged Care Act. Senior Management are required to report any incident of Unlawful Sexual Contact and / or "Unreasonable Use of Force" to the police and to the Department of Health within 24 hours of the allegation.

The facility has policies on Compulsory Reporting (Unlawful Sexual Assault and or Unreasonable Use of Force) – Policy No 1.2-RC-2 and Compulsory Reporting Guidelines for Approved Providers of Residential Aged Care, in the Policy & Procedure Manual, which can be accessed by all employees.

Work Health & Safety

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 **WH S Act** to co-operate with **Fitzgerald Memorial Aged Care Facility Limited** in all matters relating to the safety of the work place.

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 in the WHS folder in the Care Staff Office.

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

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 the manager / 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 senior person in-charge (**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.

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 reported in the Maintenance Book which is located at the Sign IN desk in Foyer. 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'. Labels are located in the Maintenance storeroom.

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

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 Policy and Procedure Manual for Grievance and Complaint procedures.

Observing Speed Limits within Facility Grounds

The facility grounds are shared zones. **Speed signs (10 kph) 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.

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 (blouses for women and shirts for men). Uniforms are to be kept clean, tidy and in good repair.

Employees should:

- ✦ be well groomed and of neat appearance at all times (**no hipster pants, 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

Catering Staff

- ✦ catering staff must wear gloves and hair nets at all times when preparing or handling food (**Hair nets must cover ALL of your hair**)
- ✦ other staff entering the kitchen must wear a hair net

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.**

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.

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.

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

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. A blue phone is located in the library area of the facility.

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.

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.

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 your manager. If you witness unreasonable behaviour you should bring the matter to the attention of your supervisor or manager 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.

CHARTER of RESIDENTS' RIGHTS & RESPONSIBILITIES

Fitzgerald Aged Care values the privacy of all people. Fitzgerald adheres to all the principles of the Privacy Act 2002.

Fitzgerald Aged Care understands and respects the resident's right to have privacy particularly in the area of financial matters. As you are intending to become a permanent resident of Fitzgerald which is subsidised by the Commonwealth Government the facility requires this information to ensure that it receives the correct level of government subsidy on your behalf. Fitzgerald also needs to establish the level of assets of a prospective resident to determine their ability to pay an Accommodation Bond. This information will be treated on a strictly confidential basis.

Residents have the right to comment, make suggestions or complain and Fitzgerald Aged Care has a Policy and Procedure to allow complaints to be heard.

Feedback forms can be found in the "Birdhouse" situated in the foyer. Completed forms are mailed in the Birdhouse and are reviewed by management. Forms remain confidential. See the manager or administration staff for more information on this procedure if required.

Each Resident of Fitzgerald Memorial Aged Care Facility Limited has the Right:

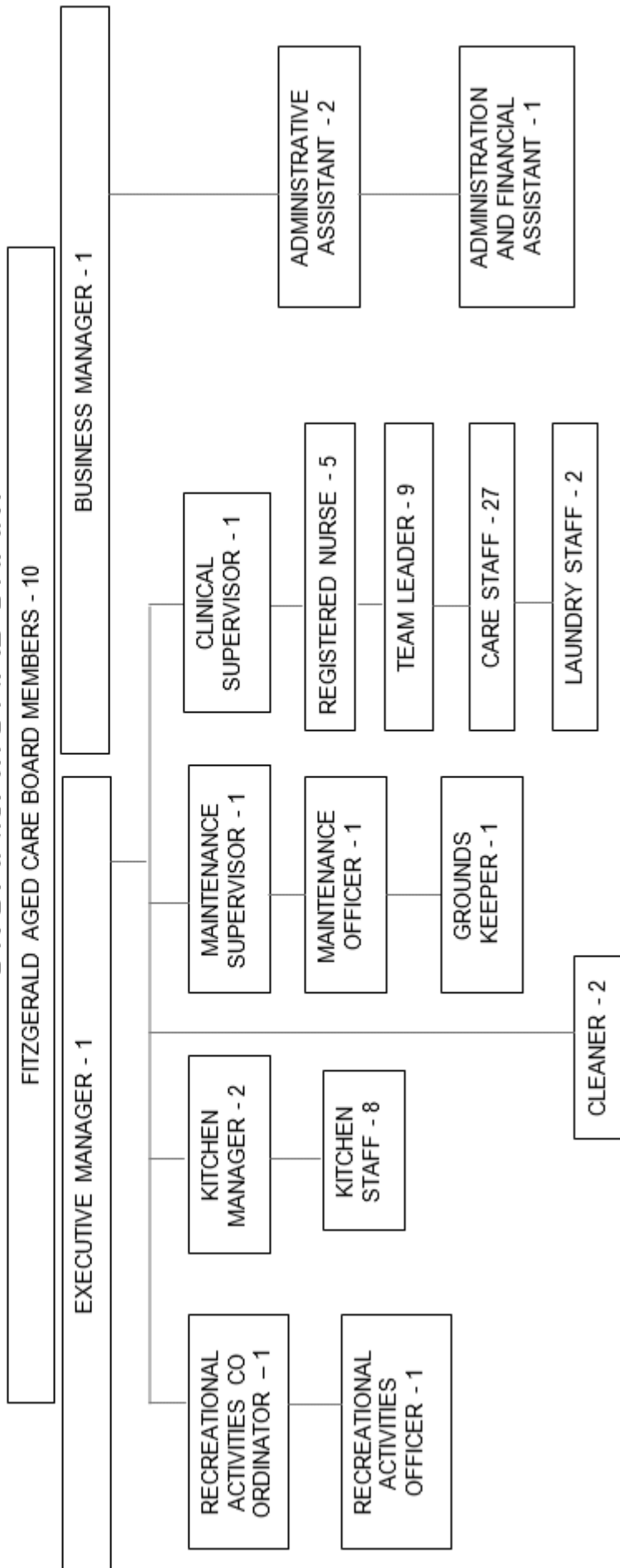
- ✦ to full and effective use of his/her personal, civil, legal and consumer rights.
- ✦ to quality care appropriate to his/her needs
- ✦ to full information about his/her own state of health and about available treatment
- ✦ to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- ✦ to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his/her care and accommodation
- ✦ to personal privacy
- ✦ to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction
- ✦ to be treated and accepted as an individual, and to have his/her individual preferences taken into account and treated with respect
- ✦ to continue his/her cultural and religious practices and to keep the language of his/her choice without discrimination
- ✦ to select and maintain social and personal relationships with anyone else without fear, criticism and restriction
- ✦ to freedom of speech
- ✦ to maintain his/her personal independence
- ✦ to accept personal responsibility for his/her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as ground for preventing or restricting his/her actions and choices
- ✦ to maintain control over, and to continue making decisions about the personal aspects of his/her daily life, financial affairs and possessions
- ✦ to be involved in the activities, associations and friendships of his/her choice, both within and outside the residential care facility
- ✦ to have access to services and activities available generally in the community
- ✦ to be consulted on, and to choose to have input into, decisions about the living arrangements of the residents care service
- ✦ to have access to advocates and other avenues of redress
- ✦ to be free from reprisal, or a well-founded fear of reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his/her rights

Residents' Responsibilities

- ✦ to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- ✦ to respect the rights of staff and to the proprietor to work in an environment free from harassment
- ✦ to care for his/her own health and well-being, as far as he/she is capable
- ✦ to inform his/her medical practitioner, as far as he/she is able, about his/her relevant medical history and current state of health



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**.....

