

Section 3 Staff Management

**GOLD COAST
COMMUNITY LIFESTYLES LTD
POLICY MANUAL**

**Section 3
Staff Management**



Section 3 Staff Management

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Staff Definition

For the purposes of Gold Coast Community Lifestyle's (GCCL's) policy documents, Staff **include** employees, contractors, volunteers and Board members, or anyone that acts as a representative of GCCL. All staff are obliged to adhere to GCCL Code of Conduct, maintain confidentiality and are entitled to safe working conditions and are given timely information on GCCL policies, procedures, principles, and values.

Employees are defined as support workers and administrators that are on GCCL payroll. GCCL have obligations regarding pay rates, superannuation, insurance and withholding tax. Employees of GCCL are remunerated appropriately to relevant awards and have access to development opportunities.

Contractors are defined as support workers and administrators that determine their own rates, have their own insurances and manage their own tax and superannuation obligations (where applicable).

Agency workers are staff that have been hired on a temporary/interim basis to fill vacancies or complete short-term activities. Usually applies to support staff that may be hired through a labour hire firm

Volunteers are workers who are not paid, and are covered by GCCL insurance and workplace health and safety obligations

Board members are volunteers and will not work directly with service participants. GCCL holds insurance and governance obligations to Board members

Representatives of GCCL may be paid or unpaid consultants or anyone not defined above, that undertake activities on behalf of GCCL management, which GCCL has determined. Someone cannot be a representative without GCCL expressed permission.

1. Code of Conduct

2.1 Purpose

The purpose of this policy is to outline the standards of expected behaviour of staff while providing services representing GCCL. It is designed to assist all staff to understand their responsibilities and obligations in relation to their work practices and interactions with service participants and other staff.

The NDIS Code of Conduct is adopted by GCCL:

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

2.2 Responsibilities

It is the responsibility of the Board, staff, service participants and volunteers to be familiar with and to adhere to the Code of Conduct.

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2.3 Procedure

GCCL Board members, staff, volunteers and service participants are introduced to the code of conduct through their relevant induction processes and are all required to sign the Code of Conduct upon agreement with the principles outlined. This includes both the NDIS Code of Conduct as well as GCCL's focus on the following:

Social Justice

The notion of social justice is integral to the functioning and operation of GCCL at all levels, including management. The principles of social justice (access, equity, participation and rights) shall underpin the practice of Board, Staff, Service participants and Volunteers.

Natural Justice

Board, Staff, Service participants and Volunteers will at all times act fairly, in good faith and without bias or prejudice. This encompasses a commitment to inclusive decision-making, i.e. decision-making processes that are based on consultation with key stakeholders, the right of access to information about decisions, and the right of appeal for those affected by a decision.

Confidentiality

The privacy of the Board, Staff, Service participants and Volunteers will be respected, and information obtained in the course of professional conduct will be held in confidence.

Management will respect the confidentiality of information obtained in the course of any meetings or other dealings with the association and not share information with reference the Board, Staff, Service participants and Volunteers to others outside GCCL. Where Management hold concerns about the operational functioning GCCL, these concerns should be brought to the attention of the Service Coordinator.

Maintenance of the Organisation's Integrity

All members of the Board, Staff, Service participants and Volunteers:

- Adhere to the Conflict of Interest Policy.
- Ensure that personal relationships, both within and outside GCCL, do not adversely affect their performance, or that of others, in the conduct of GCCL's business; and ensure their role is performed with integrity and professionalism, and that resources of GCCL are used effectively and efficiently.

Standards for Provision of Support Services

All persons involved in the provision of services including the Board, Staff, Service participants and Volunteers are expected to show a positive attitude toward service participants with whom they have had contact and are required to:

- Provide appropriate role models for people accessing the service
- Recognise that physical, sexual, emotional and verbal abuse is totally unacceptable behaviour
- Recognise that racist, sexist or other discriminatory words or actions are unacceptable
- Accept that others are entitled to have religious or cultural beliefs, sexual or political persuasion different from their own
- Ensure that their activities contribute to maintaining all programs as efficient, effective and accountable programs within GCCL

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- Respect the privacy of individuals when in group settings
- Maintain confidentiality about information shared and do not enter into gossiping about other people's life and choices
- Respect the information given to them by others, without judging or being critical of the choices and decisions being made by others
- Continue with their own personal development and self-care
- Agree to support GCCL policy to identify boundary issue matters and agree to have them dealt with appropriately

The Board, Staff, Service participants and Volunteers need to be aware of their personal limitations, values and needs and ensure that these do not overshadow GCCL's primary purpose, do not alienate or intimidate members of the organisation and Service participants, nor curtail professional boundaries between service participants and GCCL's staff or interfere with prompt, effective resolution of conflict.(guidelines available)

2.4 Staff screening

It will soon be a requirement of the NDIS Quality and Safeguards Commission that all staff undertake criminal screening checks by the Commission. Until that process has been established, GCCL adheres to Queensland staff screening which includes the necessity for all staff to have a Working With Children Check Positive Notice/Positive Exemption Notice (Blue Card), a Department of Communities criminal history screening check (yellow card) or a current national police check. Staff also are subjected to a visa check via Vevo.

In the event of a negative screen result, GCCL will request immediate suspension of employment until compliance is verified.

3. Recruitment

3.1 Purpose

GCCL details its recruitment process and procedures to ensure consistent, equitable and effective recruitment methods that conforms with legislation, best represents GCCL values and is consistent with industry best practice and GCCL Human Resources Manual.

3.2 Scope

GCCL has a flexible approach to recruitment, which is consistent with its operating model and values. Flexible recruitment practice is focussed on choices made by service participants. This recruitment policy covers both Staff employed by GCCL and those employed directly by the service participants/family as well as any other GCCL staff involved in recruitment practices from time to time, all recruitment practices are stepped out in the GCCL HR Manual.

Ways people can be employed at GCCL

- Employed or contracted directly by service participants or their family (if self-managing NDIS funds)
- Employed or contracted by GCCL on behalf of service participants/s
- Employed or contracted generically by GCCL to provide services across more than one service participant, and to support temporary gaps in supports where appropriate, and agreed to by service participants
- Employed, contracted or volunteered directly by GCCL for other non-direct support tasks (eg office-based roles, coordination roles)

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3.3 Procedure – Recruitment of support workers employed or contracted by GCCL

3.3.1 Support Staff employed directly by the Service Participant/Family (NDIS Self-Managed only) through GCCL

Families/people that employ or contract their own support workers using their self-managed NDIS plan have complete responsibility and direction of that worker. GCCL may provide support, guidance and information but ultimately, the decision to employ, pay, retain, develop and dismiss the support worker is the responsibility of the service participants and/or their families.

Families/people who are NOT NDIS self-managed and identify a support worker who they request GCCL to employ or contract on their behalf, must include GCCL in the process and follow the service's Employment Selection and Training procedure.

3.3.2 Support Workers employed by GCCL

Support workers who are employed by GCCL are selected in a way that ensures each service participant has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community. GCCL ensures this by:

- Adopting and complying with quality management systems and practices that optimise outcomes for service participants.
- Any person employed or contracted to deliver services to a person with a disability has relevant skills and competencies
- Identifying training needs of staff and ensuring they attain the required level of proficiency. Any training undertaken is recorded and monitored.
- Ensuring employee recruitment, induction and ongoing employee development practices and procedures are of the highest calibre and enshrine the values of GCCL.

Staff/contractors may be recruited in a number of ways:

- The family of the service participants may source a suitable candidate
- A position is advertised in the local newspaper or online recruitment sites
- A position is posted on GCCL website
- GCCL may have a suitable candidate already on staff who is willing and available

The Service Coordinators and members of the Board ensures that all staff arrangements:

- Complies with awards and employment contracts
- Complies with Fairwork and employment legislation
- Complies with the state occupational health and safety requirements
- Complies with equal employment opportunity and anti-discrimination law
- Promotes the prevention of sexual harassment in the workplace

The Service Coordinators, Recruitment Officer and/or the Executive Officer ensures the recruitment process for each vacancy is documented in detail using the **Recruitment Applications Spreadsheet** to ensure compliance with equal employment opportunity and anti-discrimination laws.

4. GCCL Employment Selection and Induction

4.1 Purpose

The purpose of this policy is to ensure that all staff, regardless of how they are recruited, are selected using a consistent, fair and equitable approach that safeguards the service participant. Additionally this policy outlines the induction process for all staff to enable a clear understanding of GCCL, its mission and values and the expectations of the relationship between staff, participants and GCCL.

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4.2 Scope

This policy covers all people connected to GCCL regardless of recruitment method

4.3 Procedure – Employment Selection

The Service Coordinator and/or HR Administrator assess the qualifications, experience and work skills of potential staff prior to the interview process.

The interview process in the first instance will be conducted at the GCCL offices. The same interview questions will be asked for all support work candidates who apply for the position. If the applicant is deemed suitable, they will be invited to a second interview held at the service participant's home. The service participant will be encouraged to invite any family members or advocates that they would like to have present.

The Service Coordinator and/or HR Administrator will place an emphasis on checking that the applicants' personality and character is aligned with GCCL's value, policies and procedures. These policies and procedures respect the service participants' right to be treated in a manner that is free from physical, sexual, verbal and emotional abuse.

If any applicant for any staff position in GCCL, is a person with a disability who equally meets all of the position criteria, they shall be deemed to be the most appropriate applicant due to their experience associated with their disability.

The Service Coordinator and/or HR Administrator ensures that the original copies of an employment applicant's certificates and qualifications are sighted and copies obtained. If successful in securing employment, these documents will be filed in the staff file.

All staff are subject to a three month probationary period. At three months, a probationary check occurs for employees and contractors.

4.4 Procedure - Induction

The Service Coordinator will ensure that new staff receive initial induction training, which covers an explanation of GCCL's:

- Mission and Values;
- Code of Conduct;
- Organisational structure;
- Policies & Procedures,
- Complaints Policy & Procedure
- Complaints Form;
- WHS Policy & Procedure
- Incident/accident reporting
- HR Manual including abuse and neglect

Employees and Contractors will also receive an Employee Handbook which details important information relevant to their roles and the expectations of GCCL. Employees will receive a **Contract of Employment** which identifies rates of pay and includes a **Position Description**. Employees sign this contract, a copy of which is provided to them and one is kept in their staff file.

Contractors will be required to enter into a **Contractor Agreement** and a signed copy will be kept in the **Contractor file**. They will also be required to show evidence of insurances, criminal checks and first aid qualifications.

The above information and associated forms are part of an **Induction Kit** that the Service Coordinator will take the new staff through at the time of their Induction Training.

The Service Coordinator and/or Administration ensures that each employee qualifications and training are recorded and all copies are added to their staff file.

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The Service Coordinator and/or the Executive Officer ensures that copies of the awards are made available to Employees. Employees are kept informed about any changes to any relevant legislation/awards, which may affect them.

Staff are required to undertake the NDIS Quality and Safeguards Commission Code of Conduct training which can be accessed here <https://www.ndiscommission.gov.au/workers/training-course>

5. Professional Development

5.1 Purpose

By providing training and ongoing professional development support to its Staff, the organisation increases its capacity to achieve long-term goals and to meet the ongoing needs of the community. Training can benefit both individual Staff and the organisation by improving motivation, commitment and retention. This policy outlines the ways in which Staff can access professional development. Highly encouraged training in the principles and practices of **Social Role Valorisation, in promoting the attainment of valued roles and status** for people to whom this may not be accorded naturally. Opportunities for personal development and skill building are ongoing, as are occasions to share with like-minded others to support and inspire each other.

5.2 Scope

This policy covers all Staff, Board members and volunteers of Gold Coast Community Lifestyles while in the employ of Gold Coast Community Lifestyles.

5.3 Procedure

GCCL encourages professional development and provides a range of avenues that encourage and support staff to grow professionally and work with best practice which in turn, benefits service participants.

5.3.1 Identification of Training Needs

Each employee will be skilled or willing to obtain skills, to meet the requirements of their position.

The Service Coordinator and/or the Board will record the qualification and skills required for each position within GCCL and on individual employee position descriptions.

The Service Coordinator is responsible for identifying the skills required by staff to meet the goals outlined in GCCL's Strategic Plan

The Service Coordinator requires role specific training in all key aspects of quality assurance, service delivery and legislation updates, which will be made available

Internal and external training for employees will be established by:

- The employee's qualifications, skills and experience at recruitment
- Employee annual appraisals at end of probation period
- Supervision
- Feedback from service participants
- Updates of relevant policies and procedures
- Training requested by the employee that is relevant to their position

An employee can request to attend training, and approval will be considered based on the following:

- Requirement of the role

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- Best practice and any relevant legislative or regulation changes that directly impact the nature of the work
- Professional development related specifically to the person they work with
- Professional development related specifically to the philosophies and values of GCCL
- Cost
- Impact on support for service participants while attending training

All effort will be made to support professional development and to ensure the impact of attendance on the service participants is minimal

Staff must submit a **Professional Development Application form** to the Service Coordinator

All training undertaken by employees and contractors will be recorded on their staff file and the **Training Register**

5.3.2 Employee/Contractor Appraisals

All employees and contractors will engage in an annual Staff Appraisal. This appraisal gives staff the opportunity to identify skills they would like to develop or any gaps in their current knowledge which is impacting their ability to perform their role. This appraisal process also allows for the identification of professional development needs by the Service Coordinator as a result of feedback from service participants and co-workers. It is also an opportunity to positively reinforce good practices that have been demonstrated.

Staff appraisals shall be undertaken as follows:

Support/Service Coordinator	Assessed by Executive Officer
Disability Support Staff	Assessed by Support/Service Coordinator
Administrative and other staff	Assessed by Support/Service Coordinator

Completed staff appraisals forms shall be signed by both staff and assessor and an optional Staff Performance Appraisal Report prepared by the Assessor which is provided to staff within 7 days of the date of appraisal. A signed copy is kept on file.

5.3.3 Newsletter

GCCL newsletters will detail available training and professional development workshops and courses in Brisbane and on the Gold Coast as well as focusing on one area of importance to the vision and mission of Gold Coast Community Lifestyles, ie. planning, natural supports. This focus will take the form of articles, readings and life stories to support a scaffolded learning approach.

5.3.4 Establishment of Employee Internal Training Programs

When training needs are identified, approval is obtained from the Executive Officer.

The Service Coordinator and/or the Board shall ensure that when internal training programs are implemented, a **Training Record Form** is completed listing the identified need, training solution, date and signature of staff.

5.4 Employee/Contractor Management of Underperformance

Employees and contractors who have been identified as underperforming via the appraisal process will undergo intervention managed by the Service Coordinator or Executive Officer. The Performance Improvement Plan will be used to guide the process using the PIP form.

Section 3 Staff Management**6. Termination of Employment****6.1 Purpose**

To ensure a consistent approach to termination that minimises the impact on service participants and service delivery.

6.2 Scope

All Staff employed by GCCL

6.3 Procedure**6.3.1 Notice**

Staff are required to provide 2 weeks' notice to service participants and families they work with as well as providing this notification in writing to the Service Coordinator. If this is not possible, discussions must be had with the Service Coordinator to try and ensure skill and knowledge transfer.

A voluntary **Exit Interview Form** may be completed with the Service Coordinator which will be kept on the staff file. This file will be added to the **Exited Employee Files** hardcopy file and on Dropbox.

If a support staff has not worked for a family for 6 months, they will be removed from the staff list and will be required to apply for the position again, unless otherwise agreed.

6.3.2 Support quality

If the Service Coordinator or service participant feels that staff are not meeting a satisfactory standard, or an incident occurs which is not in the best interests of GCCL, the Service Coordinator will in the first instance have discussions with the staff to provide an opportunity to identify and rectify issues/problems. Performance improvement plan may be activated.

If, after working together, the Service Coordinator feels that the problem is one requiring disciplinary action, disciplinary procedures as outlined in the Small Business Fair Dismissal Code (2009) will be followed.

6.3.3 Dismissal*Summary Dismissal*

It is fair for an employer to dismiss an employee without notice or warning when the employer believes on reasonable grounds that the employee's conduct is sufficiently serious to justify immediate dismissal. Serious misconduct includes theft, fraud, violence and serious breaches of occupational health and safety procedures. For a dismissal to be deemed fair it is sufficient, though not essential, that an allegation of theft, fraud or violence be reported to the police. Of course, the employer must have reasonable grounds for making the report.

Other Dismissal

In other cases, the small business employer must give the employee a reason why he or she is at risk of being dismissed. The reason must be a valid reason based on the employee's conduct or capacity to do the job. The employee must be warned verbally or preferably in writing, that he or she risks being dismissed if there is no improvement. The small business employer must provide the employee with an opportunity to respond to the warning and give the employee a reasonable chance to rectify the problem, having regard to the employee's response. Rectifying the problem might involve the employer providing additional training and ensuring the employee knows the employer's job expectations.

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Procedural Matters

In discussions with an employee in circumstances where dismissal is possible, the employee can have another person present to assist. However, the other person cannot be a lawyer acting in a professional capacity. A small business employer will be required to provide evidence of compliance with the Code if the employee makes a claim for unfair dismissal to Fair Work Australia, including evidence that a warning has been given (except in cases of summary dismissal). Evidence may include a completed checklist, copies of written warning(s), a statement of termination or signed witness statements

A checklist for employees is in this link. Note that the same process applies for contractors.

<https://www.fairwork.gov.au/ArticleDocuments/715/Small-Business-Fair-Dismissal-Code-2011.pdf.aspx?Embed=Y>

7. Workplace Health and Safety

7.1 Purpose

Gold Coast Community Lifestyles is committed to the protection of all staff, service participants and visitors from risk of injury or illness in the working environment. This policy outlines the ways in which Gold Coast Community Lifestyles satisfies its legal and ethical commitments to the safety and wellbeing of those who come into contact with the service.

7.2 Scope

This policy covers all staff, service participants, and visitors to Gold Coast Community Lifestyles.

7.3 Procedure

Gold Coast Community Lifestyles will not knowingly demand or expect of any person, participation in any activity which is likely to be detrimental to their health or safety.

All staff are committed to the minimisation of workplace risks and are responsible for ensuring that their work practices are safe, and that they actively participate in Gold Coast Community Lifestyle's risk management program articulated in the **Risk Management Plan**

Gold Coast Community Lifestyles is obliged to ensure:

- the health and safety of each of their workers at work;
- their own health and safety;
- a WHS checklist is completed for all work environments and provide this to staff working in each work environment.
- the health and safety of other people who are not workers – for example, visitors, salespeople, passing pedestrians.
- Risk assess to reduce any violence or aggression to staff

Workers (and all other people at a workplace) are obliged to:

- Obey the instructions of an employer regarding their health and safety and the health and safety of others;
- Be familiar with all aspects of the OH&S Checklist relevant to their workplace.
- Use personal protective equipment if it is provided and they have been trained to use it.

Section 3 Staff Management**8. Vaccination Policy****8.1 Introduction**

Some dangerous epidemic diseases can be prevented, in whole or in part, by appropriate vaccinations. GCCL believes that in such circumstances, communities and employers have a duty to at-risk people such as those who live with a disability. This policy is to be used in conjunction with GCCL Pandemic Policy and Response Plan

8.2 Purpose

The purpose of this policy is to outline the strategies and actions that GCCL intends to take to prevent or reduce the transmission of infectious diseases through the use of vaccination.

8.3 Definitions**Infectious disease**

For the purpose of this policy infectious diseases mean diseases caused by pathogenic microorganisms such as bacteria, viruses, parasites or fungi. The diseases can be spread, directly or indirectly, from one person to another. This policy is focused on infectious diseases that declared to be an epidemic or pandemic.

Staff/Staff members

Employees, contractors, consultants and volunteers are staff, or staff members for the purpose of this policy

8.4 Policy

- 8.4.1 GCCL will encourage or if necessary when mandated by health authorities, require its staff, clients and visitors to be vaccinated where vaccinations for the disease:
- Have been officially approved as safe and effective the relevant agency
 - Are readily available to staff, clients and visitors
 - Will offer protection to staff, clients and visitors involved in GCCL's operations
- 8.4.2 In carrying out the procedures listed below, GCCL will be guided by the information and directions provided by local health authorities and the World Health Organisation, and its occupation health and safety obligations
- 8.4.3 GCCL will consult with staff, clients, visitors and other stakeholders where practicable in the implementation of this policy
- 8.4.4 GCCL will endeavour to accommodate the concerns of staff, clients and other stakeholders unwilling to become vaccinated, unless this creates an unacceptable risk to health and safety.
- 8.4.5 GCCL will accept appropriate medical exemptions from these vaccine requirements (considering the requirements of any relevant direction or orders) and will as far as reasonably practicable endeavour to accommodate the concerns of staff, clients and stakeholders with such exemptions. GCCL retains the right to exclude exempted staff, clients and stakeholders where it is deemed an unacceptable risk to vulnerable people. GCCL retains the right to require exempted staff, clients and stakeholders to adhere to risk mitigation strategies such as the wearing of appropriate PPE, disease testing and other activities that can reduce the risk of infection of a vulnerable person.
- 8.4.6 GCCL will where possible, accommodate the provision for staff with medical exemptions from vaccination to work flexibly such as remotely, to reduce risk to vulnerable people
- 8.4.7 GCCL will where possible, accommodate staff flexible work arrangements to attend medical appointments, and to isolate for an appropriate period if at risk of infection during vaccination periods until they are deemed fully vaccinated.

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8.5 Vaccination Procedure

8.5.1 Responsibilities

The **Executive officer** is responsible for:

1. Nomination the pandemic officer
2. Ensuring the the organisation's leave policy and Workplace Health and Safety Policy are consistent with the intention of the Vaccination Policy

The **Pandemic Officer** is responsible for:

1. Consulting staff, clients and stakeholders of their attitudes to vaccination
2. Develop procedures to align with the vaccination policy
3. Ensure staff, clients and stakeholders are aware of the pandemic and vaccination policies and procedures in effect at any time
4. Giving notice of procedures to staff, clients and stakeholders and any persons likely to be affected
5. Bring into operation these and the pandemic procedures
6. Institute any administrative measures necessary to facilitate these Vaccination procedures

Team Leads and **Office based Staff** are responsible for:

1. Ensure all staff and clients are aware of the vaccination procedures in effect at any time

All GCCL staff members are responsible for:

1. Abiding by the vaccination procedures specified when informed by authorised staff that these procedures are in effect

8.6 Work Procedure

The CEO with the advice and support of the Pandemic Officer

1. Will issue appropriate instructions to ensure all government directives dealing with vaccination practices are put into effect
2. Will in addition consider on a continuing basis whether;
 - It is necessary or appropriate for nominated staff to work from home
 - Staff travel be modified to reduce risk of exposure during the period between vaccination and being fully vaccinated
 - Arrangements for staff who work with people with disabilities should be modified to minimise risk to all parties
3. May require any member of staff to not attend the workplace and/or to work from home, or if this is not feasible to take **paid pandemic leave, sick leave or annual leave**.
4. May require any or all staff be appropriately vaccinated if this is necessary to protect other staff, clients and other vulnerable people
5. May require staff to provide satisfactory evidence that they are fit to return to work which may include proof of full vaccination.

8.7 Vaccinations

1. The Executive Officer, with advice and support of the Pandemic Officer will consider whether the best medical advice supports requiring employees to receive appropriate vaccinations.
2. The Executive Officer with advice and support from the Pandemic Officer will consider whether relevant direction or orders applying to the staff or the workplace requires staff to receive appropriate vaccinations

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3. GCCL will consult with staff regarding the circumstances and scope of any such requirement
4. GCCL will wherever feasible allow appropriate medical exemptions, considering the risks posed to vulnerable people, and will determine appropriate mitigation strategies eg PPE and regular testing
5. The Executive Officer with the advice and support of the Pandemic Officer will consider whether protection of staff, clients and stakeholders from infection may require that restrictions be placed on unvaccinated person accessing GCCL premises, and vulnerable people's homes where appropriate.
6. The Executive Officer with the advice and support of the Pandemic Officer will consider on a continuing basis whether arrangements with existing contractors and suppliers need to be modified or supplemented to ensure uninterrupted service delivery, or reduce infection risks to staff, clients and stakeholders.

Related documents:

GCCL Pandemic Response Plan

9. Manual Handling

9.1 Purpose

To ensure that Staff of GCCL do not place themselves at risk when undertaking manual tasks and that the risk of injury is reduced at every opportunity.

9.2 Scope

All Staff engaged in manual handling tasks whilst in the employ of Gold Coast Community Lifestyles recognise that this predominantly impacts on Support Staff providing direct support to our service participants.

Lifting does not relate only to manual handling of people, but to many tasks that the employee may be involved in. Some examples are carrying groceries, laundry baskets, moving furniture, carrying wheelchair, putting wheelchair in and out of vehicle boots, gardening or maintenance tasks, cleaning or domestic tasks.

9.3 Procedure

9.3.1 Context and General Principles:

Manual tasks constitute a part of the work done by support workers. Manual tasks are recognised by industry bodies as high- risk activities for workers. They are the highest statistic in the causes of workplace injuries in our industry. The risk of injury related to manual tasks is increased particularly when workers are required to assume working postures where the back is in bent and/ or twisted position for long periods of time or assumed repetitively while handling a person or a load.

Manual tasks are those activities requiring the use of force exerted by a worker to grasp, manipulate, strike, throw, carry, move (lift, lower, push, pull) hold or restrain an object, load or body part.

The Workplace Health and Safety Advisory Standard for Manual Handling recommend that:

- People should not be lifting people;
- That lifting equipment should be used as the first method of risk control;

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9.3.2 Manual Handling Practices and Procedures

Gold Coast Community Lifestyles recommend:

- People should not be lifting people.
- Mechanical assistance is the first choice of assistance.
- Two person lifts may be used only after a comprehensive risk assessment has been undertaken and all other control measures have been exhausted.
- Control measures include risk assessment of task, procedures documented and competency based training implemented, all instructions for use of equipment must be followed.

The best way to prevent accidents and back injury is to adopt practices that minimise the risks associated with the handling of people.

These practices include:

1. **DO NOT LIFT UNLESS YOU HAVE BEEN TRAINED.** Do not lift/ transfer a person at work until you have been trained in Risk identification and Assessment, BPS Manual handling, Team lifting and back care. Along with additional individualised training for the person you will assist at work.
2. **TALK TO OTHERS.** Learn from other workers and the person you are lifting, the best way to lift and transfer. Always communicate with the person you are lifting / transferring. Communicate any concerns you may have with the Services Coordinator.
3. **AVOID LIFTING WHERE POSSIBLE.** Do as little lifting / transferring as possible. Share the load with fellow workers. Spread people handling tasks throughout the day/shift. Vary heavy handling tasks with lighter work. Always use lifting devices/ equipment if provided.
4. **PREPARE FOR WORK.** Avoid fatigue. Come to work well rested. Remember fatigue and on the job sleepiness resulting from lack of sleep (common with shift work) can affect work performances, increasing the risk of injury. Warm up your muscles before you lift. Wear comfortable clothes that do not restrict your movement and correct position of your feet and hips. Wear closed style footwear to provide stability and adequate grip.
5. **ASSESS THE RISK BEFORE YOU DO ANYTHING.** Learn how to identify risks in the environment, people characteristics, actions and postures of the task and work organisation. Stop and think before you lift and prevent accidents and injuries before they happen.
6. **REMEMBER BALANCE, PELVIC POWER & STABILISATION.** When lifting or transferring always ensure that you are standing and working within your balance circle. Take a secure grip. Always bring the person you are going to lift as close to you as possible to prevent excessive stress on your back. Are you powering the transfer of lift with your Pelvic Power? Have you done your stabilisation prompts? Are you stabilising your lower abdominals? Remember to Breathe.
7. **AVOID DANGEROUS MOVES.** Avoid excess ranges of joint movement. Avoid bending and /or twisting of the spine, especially when this is prolonged or repetitive. Stay within your balance circle. Never lift a person from the floor by yourself.
8. **LOOK AFTER YOURSELF.** You are not expected to lift beyond your physical ability. Ask for assistance when required. Know your limitations. Do not lift if you are fatigued or unwell. Keep fit and eat healthy diet. Do conditioning exercises for your back and legs. If you are injured while working, arrange a replacement and leave work immediately. Treat all injuries with caution. Report all injuries obtained at work on an 'Incident/Accident Report Form'. Take

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time to build up to full work speed and full strength when you are a new worker or out of condition due to holidays or absences.

- 9. **SPECIAL CONDITIONS.** GCCL will not employ people under the age of 17 in any position that requires the lifting of people due to the increased risks associated with the fact that workers under this age are still developing physically. Pregnant workers should not perform heavy or awkward lifting or handling during their third trimester (last 12 weeks). Older people are to be aware of the reduction of strength and flexibility that comes with age for most people.

- 10. **A WORD ABOUT WEIGHT.** There are many factors associated with lifting. Weight is only one of them. General limits on weight are difficult as each worker who lifts a person has different lifting capacity (strengths, flexibility, height etc.)

No person should be required: to lift, lower or carry a load / person over 55kg unless mechanical assistance or team lifting arrangements are used.

While workplace design and use of mechanical lifting aids are preferable, there are occasions when manual lifting is unavoidable. In these cases, correct lifting procedures are essential to avoid back injury.

Staff are encouraged to follow the steps below to avoid strain/injury and these steps will be provided to Staff at Induction.

STEP 1

Look over your path of travel. making sure it is clear. Approach the load and size it up (weight, size and shape). Consider your physical ability to handle the load. If in doubt get assistance. Use hand and foot protection.

STEP 2

Place your feet close to the object to be lifted. Adopt a balanced position, one foot beside the load pointing in the direction of travel, the other behind the load.

STEP 3

Bend your knees to the degree that is comfortable and get a good handhold. Commence to lift the load keeping it close to the body.

STEP 4

Lift the load using leg muscles and allow the load to rest in fully extended arms

STEP 5

With the load comfortably supported by the hands and arms, move off in the direction of travel. by bending your knees.

STEP 6

Setting the load down is just as important as picking it up. Using leg muscles, lower the load

When the load is securely positioned, release your grip.

Some evidence shows that the risk of back injury increases significantly with objects above the range of 16-20kg. Therefore, more care is required for weights above 16kg. Mechanical assistance and/or team lifting arrangements should be used to reduce the risk of injury.

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10. Medication

10.1 Purpose:

The purpose of this policy is to ensure the safe administration of medication as prescribed by current industry best practice.

10.2 Scope

This policy covers staff of Gold Coast Community Lifestyles who are engaged in administering medication during the course of performing their identified duties.

10.3 Context and General Principles

Gold Coast Community Lifestyles recognises that as part of their role in providing support to help an individual with their medications, that Gold Coast Community Lifestyles staff are legally responsible and obligated to follow the guidelines that have been dispensed by the pharmacist for the administration of each individual medication.

Gold Coast Community Lifestyles staff have a duty of care under common law to ensure safe storage and correct administration of medications and monitoring of side effects which has been prescribed by a doctor and dispensed by a pharmacist.

The general principles that apply to the legal aspects of drug administration are;

- All medications must be kept in a locked cupboard or medication trolley.
- Drugs of addiction are kept in a locked cupboard attached to a wall.
- Drugs for external use must be kept separate from those used for internal use.
- An order should be written for all drugs administered to service participants
- Checking a drug before assisting with administration is essential
- A person assisting with the administration of a drug taken orally must remain with the service participants until the drug has been swallowed.

Gold Coast Community Lifestyles staff can only administer medication as per written guidelines and procedures which include:

- Individual's request/consent.
- Written authorisation from a medical professional and/or service participants/family/advocate.
- All records and documentation have been completed.
- Strict drug administration procedures.
- Provide training to the support person on the administration of the participants pharmacy needs

GCCL staff may only administer medication according to the **Medication Procedure**.

10.4 Procedure

10.4.1 General Procedures

Details of the Individual's medication is to be kept in a locked file at the place of residence and at the GCCL office, in each section of service provision.

- When in doubt, and where possible, the service participant's Medical Professional/Parents/Advocate or Carer should be contacted and enquires made about possible complication, correct dosages, and permission sought to administer the medication.

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- Such permission and/or information should be recorded on the service participant's file along with the time and date of the call and the name of the person providing the information.
- GCCL will upon request of the Individual and/or doctor/family administer medication to the Individual.
- All medication prescription and non-prescription are to be detailed on the appropriate documents for each individual service participants.
- Staff who are responsible for the distribution of prescribed medication, are to take the greatest care in ensuring that the medication is administered correctly and recorded on the service participant's **Medication Form**. Upon request medication Training HLTHPS006
- Service participants are responsible for ensuring an adequate supply of all medication is on hand as well as prescriptions and repeats of prescriptions.
- If a service participant indicates that they require assistance to visit doctors or have prescriptions filled, then GCCL staff must provide that support.

10.4.2 Authorisation

It is the responsibility of the service participants and/or family/advocates to provide GCCL with the following information if deemed necessary:

- Written consent/authority by the service participants/family/advocate for the service to act in an emergency situation.
- That all relevant health information is communicated to the service in writing.
- That all medical information is provided to the service in writing, including all changes.

All non-prescription and prescription medication is not to be administered to service participants by support workers unless a written authorisation from a medical practitioner is firstly obtained.

10.4.3 Essential Components of Medication Registers

It is a legal requirement for medication registers to be written prior to the assisted administration of any medication. The medication register includes:

- The Individuals' Full Name: distinguishes Individuals from each other, in particular Service participants with same last name
- Date and Time the drug order is written: designating the time the order is written helps clarify when certain orders are to automatically stop.
- Drug name: correct spelling is essential. Can be either trade name or generic.
- Dosage: amount and strength of drug. Including expiry dates
- Route of Administration.
- Time and Frequency of Administration: need to know when to commence taking medication, and how it should be administered.
- Signature of Physician: signature makes the order a legal request.

10.4.4 Record Keeping

Service participant's personal records are to be kept up to date with the following information.

- Doctor's Appointments: result and action taken.
- Treatment of Medication: full details.
- Allergies: any reactions, allergies or undesirable side effects from treatment or medication.

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- Follow up Doctors Appointments: future appointments or frequency of follow up visits.
- Professional Medical Advice: any contact (personal, verbal or written with any medical professional regarding the individual.
- Complaints of Illness: All complaints of an illness, no matter how trivial.
- Authorisations: for administration.
- Medical Contact details: Full contact details of all medical professionals.
- Allergies and Allergic Reactions: are to be recorded on all records in a prominent way or colour to warn all personnel of potential risks. Eg. Service participant file, medication list and authorisation forms.
- A **Medication Register** will be made available wherever medication is administered for a GCCL service participant

10.4.5 Administration of Medication

The seven rights of administration of medication must be observed to ensure that medication are administered correctly:

1. The Right Environment
2. The Right Individual (refer to A.)
- 3 The Right Dose (refer to B.)
4. The Right Time
5. The Right Medication
6. The Right Route
7. The Right Document, The Right Reason, The Right Response.

- A. Correct Identification of a person is essential prior to drug administration. Support Workers are required to:
- Ask the person to state his/her name (if able)
 - Address the person by name.
- B. The Support Worker should compare the drug container with the drug administration sheet THREE times prior to assisting with administration.
- Before removing the container from storage.
 - Before removing the drug from the container.
 - Before replacing the container to storage.

Support workers may monitor and assist a person to administer their own medication correctly if required.

10.4.6 Prescribed Medication

- Prescribed medication must be administered exactly as prescribed by the doctor. At no time are staff to administer prescribed medication at their own discretion.
- Staff are to ensure that all previously prescribed medication is stopped or continued as directed by the service participant's doctor.

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- Staff are to dispose of in a safe manner any medication not used during the prescribed course.

10.4.7 Non-Prescribed Medication

- Non-prescribed medication, eg. Panadol, cough medication, constipation pills are only to be given in strict accordance with the direction on the medication.
- Non-prescribed medication is not to be given without first consulting the service participant's medical records held at the place of residence.
- Service participants are to inform staff of all medication, drugs, and or dietary supplements they are taking.

NB Administration of self-prescribed drugs can or may interfere with, interact with, or impede the effectiveness of professionally prescribed drugs so it is not recommended.

10.4.8 Illness

- Staff will provide support, seeking medical attention if necessary. The Service Coordinator will be notified and attend if necessary.

10.4.9 Medication errors

- In the event of a medication error, staff are to ring the Poison Information 24 hour hotline and follow the advice given

10.4.10 Medication refusals

- In the event of a medication refusal, staff are to document the refusal into case notes.

It will be the responsibility of the Service Coordinator to contact the family/advocate and any other relevant people if necessary.

11. Duty of Care

11.1 Purpose

To ensure the safety and wellbeing of service participants while they are being supported by GCCL. All Staff have a duty of care to the service participants to ensure their safety at all times is not placed at risk either in their own homes or when service participants are accessing the community and being supported by GCCL.

11.2 Scope

All GCCL staff, Board members and volunteers.

11.3 Procedure

GCCL is committed to protecting the safety and wellbeing of service participants while being supported by GCCL, and all staff are expected to understand their Duty of Care obligations and follow the instructions outlined by GCCL.

General responsibilities for staff:

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- Recognise potential risks to the service participants and others.
- Carry forms of identification when accessing the community.
- Be familiar with the service participant's competencies and support needs.
- Seek input from the service participant, family, significant others when considering activities.
- Consider significant costs to the service participants which may be involved.
- Ensure service participant's details and emergency details are available for staff to access.
- Keep visual contact with the service participants at all times, if appropriate.
- Ensure modes of transport being utilised are in safe and working order and poses no threat to the safety of the service participants.

If a service participant is separated and becomes lost during support activities, staff are required to follow the following procedures.

11.3.1 Immediate Actions

- Contact Services Coordinator.
- Search immediate area.
- Seek assistance.
- Contact police (police must be contacted within 30 minutes to 24hrs, depending on the service participants individual circumstances) - seek Service Coordinator's advice.
- Notify family.
- Record relevant information in the service participant's file, complete a written report and incident form.

11.3.2 Follow up tasks after participant is located, if not already completed

- Notify Services Coordinator.
- Notify police.
- Discuss incident with service participants to determine their whereabouts.

11.3.3 Service Coordinator:

- Notify family.
- Complete a written report.
- If it is believed the service participants may have been abused arrangements should be made for the service participants to see a doctor and critical steps relating to Abuse and Neglect must be enacted immediately.
- Record all relevant information.

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- If in the event a service participant has **not** been found the police will continue their search. Assist police with any enquiries / information needed. Maintain regular updates with appropriate people.
- A review of the incident is to be completed **within 24hrs.** This will be beneficial to identify issues such as duty of care, service delivery principle, the safety of service participants and service participant's rights.

NB: Information contained in a report must be factual and not have opinions or subjective statements