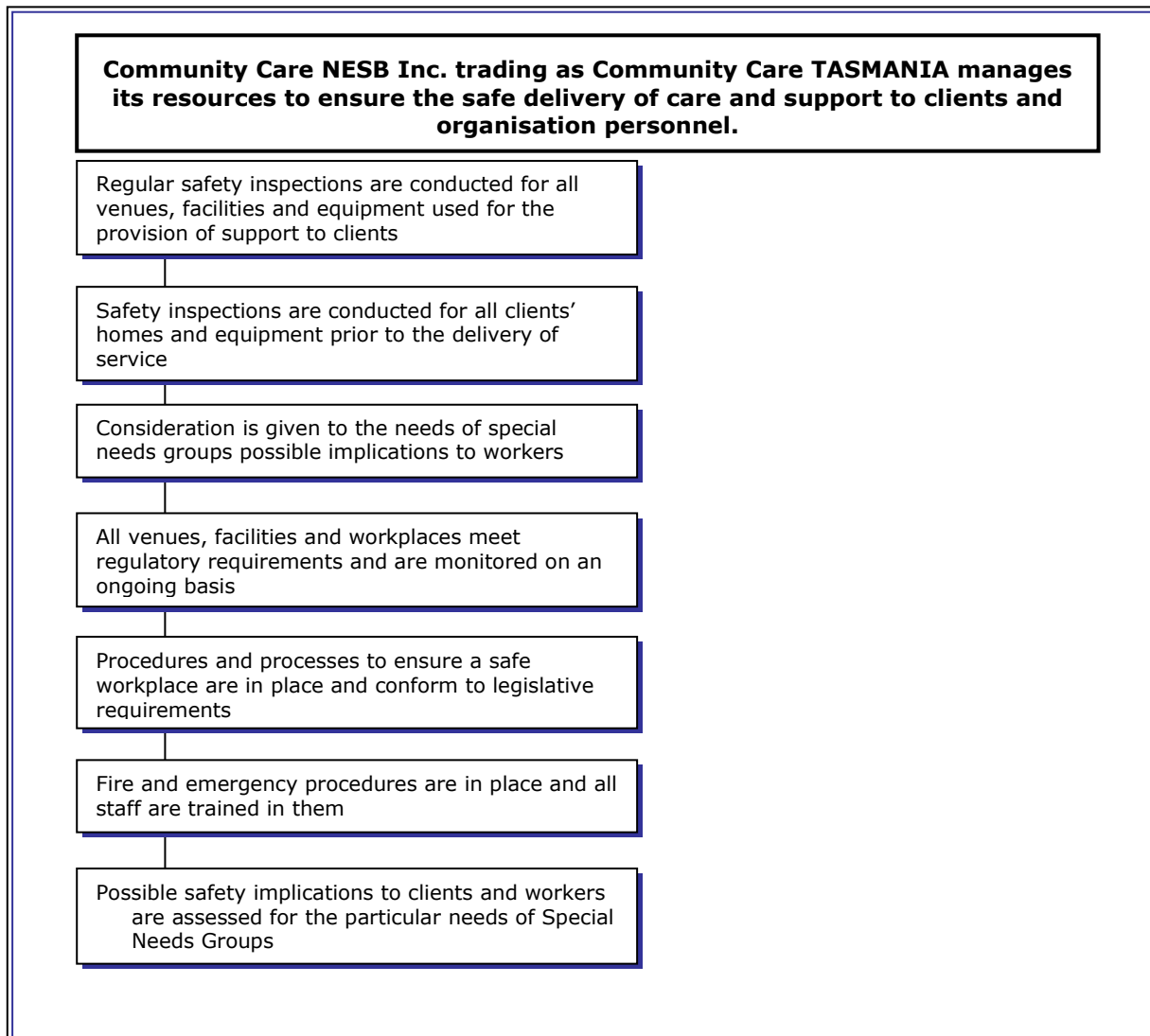


PHYSICAL RESOURCES



FORMS AND RECORDS

			Prepared and up-to-date for 2019 audit
Home Safety Checklist	Shared Drive, Client file	P:\FORMS AND POLICIES FOR COMMON CARE STANDARDS\FORMS\FORMS FOR CASE MANAGERS\HCP\Section 8 Home Safety Checklist.doc	yes
Safety Audit External Venue	Shared Drive, Creative Therapist	P:\2019\Audits\External Venue Safety Audit	
Safety Audit Facilities	Shared Drive, Manager	P:\WHS\Safety Audit Facilities	yes
Hazard Report	Shared Drive, Manager	P:\FORMS AND POLICIES FOR COMMON CARE STANDARDS\FORMS\FORMS FOR CASE MANAGERS\WHS FORMS	yes
Staff Accident/ Incident Report	Shared Drive, Manager	P:\FORMS AND POLICIES FOR COMMON CARE STANDARDS\FORMS\FORMS for Support Workers\Staff Accident Incident Reportv2.doc	yes
Client Accident/Incident report	Shared Drive, Manager	P:\FORMS AND POLICIES FOR COMMON CARE STANDARDS\FORMS\WHS forms\Section 5 Client Accident Incident Report 2016.doc	yes
Insurance Certificates of Currency	Administration Officer, Manager	P:\2019\Insurance\Certs of Currency 2018 2019	
Testing and Tagging register	Shared drive	P:\2018\Test and tag register	
Assets Register	Shared Drive, Administration Team	P:\Assets Register	Yes

Depreciation Register		Q:\Finance\2018\Account Reconciliations	Yes
Phone and tablet register		P:\Tablet and phone registers	yes
Fire and Emergency Handbook	Shared drive, office	P:\WHS\Emergency procedures and safety manual	yes
CVS training – Manual	Shared drive, office		
Client surveys	Shared drive, office	P:\2018\Surveys	yes
Support worker surveys	Shared drive, office	P:\2018\Surveys	yes
Client handbook	Shared drive, office	P:\FORMS AND POLICIES FOR COMMON CARE STANDARDS\Handbooks\Client Handbook\CLIENT HANDBOOKS - ALL PIECES TO BE INCLUDED	yes
Support worker handbook	Shared drive, office	P:\FORMS AND POLICIES FOR COMMON CARE STANDARDS\Handbooks\Support Workers Handbook	yes
Staff induction	Shared drive, office	R:\HR\Staff\Support Workers\Induction	yes
Staff annual check list		R:\HR\Annual Check list for all Staff - includes master	yes
Insurance	Shared drive, office	P:\2018\Management\Insurance	Yes
Training	I Care Health		yes
Training	Matrix	P:\2018\Training P:\2018\Training\Training Matrix 2018.xlsx	Yes yes

ENSURING A SAFE ENVIRONMENT FOR SERVICE DELIVERY

ACTIVELY WORK WITHIN THE FRAMEWORK OF THE WHS Act 2012.

1. COMMITMENT TO SAFETY

Community Care TASMANIA (CCT) ensures that all services are provided in a safe environment in line with WHS requirements and our duty of care to clients, staff and volunteers through:

- Ensuring the working environment meets regulatory requirements (see Section 1.2: Regulatory Compliance)
- Providing training to staff including volunteers (induction and ongoing) on the need to ensure the safety of clients and themselves
- The use of accident/incident/hazard forms and training for staff to record hazards in clients homes and other facilities and venues using the Hazard Report
- Follow up of all accident/incident/hazard forms by Care Coordinators/Case Managers/ CEO/ /WHS Committee
- Inviting feedback from clients through direct contact, feedback forms or surveys, on any issues in the delivery of services
- Regular maintenance and servicing of equipment and vehicles, as appropriate or recommended by the manufacturers
- Ongoing audits and continuous improvement of our processes and procedures

2. SAFETY IN THE HOME – CLIENT SAFETY

In addition to the above and as far as is practicable, we ensure safety in the home by requesting clients to:

- Participate in a safety audit of their home prior to the delivery of support commensurate with assistance and/or negotiation with them to improve unsafe areas. Ongoing safety audits are carried out in each client's home annually.
- Obtain safe chemicals and limiting staff to using these – a description of acceptable chemicals is included in the Client Handbook
- Obtain safe equipment such as vacuum cleaners or washing machines
- Secure any dangerous dogs prior to the arrival of staff.

3. RESUSCITATION

Workers of CCT who do not have a First Aid Certificate are not expected to resuscitate a client or to use first aid on a Client. When they do hold a First Aid Certificate it is at the workers own discretion if they resuscitate a client.

- The worker is requested to ring 000 for assistance and notify the CCT office on 6334 0990 when there is an emergency.
- Emergency number is 000
- Non urgent ambulance 1800 008 008
- Non-emergency patient transport 1300 513 997 (office hours)

4. STAFF SAFETY

- Ensure that work to be performed or contracted to CCT workers has been assessed for potential hazards and risks and strategies put in place to minimize those risks. Workers are consulted about those hazards and participate in measures to reduce, minimize, remove or mitigate those risks.
- Support workers are to identify potential hazards and to report these to Care Coordinators

- Support workers are encouraged to wear a CCT shirt with Logo to identify themselves to the clients
- Ensure that workers do not undertake unsafe work practices and work to the support plan.
- Report any dangerous home and garden maintenance needs which the client is unable to do themselves such as accumulations of rubbish, broken and uneven paving, overhanging trees and shrubs, nails, unsecure steps or broken handrails.
- Use correct transfer procedures and encourage the client to use prescribed walking aids and grab rails. If grab rails, ramps or other transfer or lifting devices are required or are needed advise the Care Coordinator/Case Manager.
- Maintain good posture while standing, sitting, driving, cleaning, carrying and moving objects in the home and practice good back care when assisting clients as per Manual Handling Training.
- Kitchens - store sharp utensils and chemical cleaners and pesticides safely. Make sure the handles of pots and pans are not over a hot plate and are turned in. Use pot holders. Do not hang tea towels near a burner or flame.
- Bathrooms - store razors, scissors etc safely. Avoid use of electrical appliances in the bathroom. If used, ensure they are switched off and unplugged after use. When turning on taps turn cold on first and off last. Check positioning of bathroom aids (grab rails, bath seats etc.) and if alterations or additional aids are needed report to the Care Coordinator/Case Manager.
- Lighting - ensure there is good lighting. Encourage use of high wattage and clear globes in dark areas
- Electrical appliances - do not use any which have faulty connections or worn or frayed cords until repaired. Do not let extension cords obstruct walkways and do not place under mats or carpets. Use the CCT provided RCD Safety Switch Outlet device.
- Portable heaters - should not be placed in busy areas or near combustible materials (curtains, lounges etc). Do not move heaters when operating. Use a fireguard with wood heaters/open fire places.
- Electric blankets to be kept straight and flat and not to be used where there is a risk of incontinence. Check regularly for integrity of cords and switches.
- Floors - dry after mopping and clean up spills as soon as possible. Never apply polish. Suggest non-slip backing on loose mats and move loose or frayed mats out of general walkway.

Information and training on all of the above is provided to staff, as appropriate, as part of the induction process and refresher training is provided annually. Manual Handling Training is provided annually

All support workers are provided with portable Residual Current Devices (RCD's) to protect against electric shock. These must be used on all occasions where electrical equipment is to be used.

5. CLIENT – BEHAVIOURS OF CONCERN

When a client shows signs as indicated below, support worker should first consider their own risk and then the risk to the client. Do not enter the home if you feel your being there is a risk to your person. Please remove yourself safely and call the office for further guidance.

All behaviours of concern should be reported to the case manager asap:

- angry or aggressive;
- socially inappropriate;
- uncooperative;
- anxious;
- depressed;
- threatening self-harm;
- intoxicated or drug affected;
- grieving; or
- confused or suffering dementia.

If clients are showing signs of distress:

- Assess your own safety and security
- Remove yourself gently and politely if you're feeling under stress or direct threat
- When safe to do so contact CCT immediately and report the behavior and ask for further guidance.

Further information and training can be found at <http://at-ease.dva.gov.au/>.

6. SAFETY IN FACILITIES AND VENUES

In addition to the strategies highlighted above we ensure safety in facilities and venues through:

- Regular fire and evacuation training
- Regular inspections of all equipment and servicing as required

7. ENSURING THE SAFETY OF SPECIAL NEEDS CLIENTS

Strategies we employ to ensure the safety of special needs clients include:

- Providing a safe and comfortable environment consistent with clients care needs and staff safety.
- Making sure staff are available who can effectively communicate with clients with language or other communication issues.
- Assist in providing special equipment or facilities as required to meet individual's needs.
- Monitoring the safety of client's homes appropriate to the support they receive, or on an annual basis.

8. MANDATORY REPORTING

Procedure

- report all serious consumer related incidents to CCT within 24 hours, or the next working day, after immediately addressing the health and wellbeing of those involved and securing the scene of the incident;
- CCT have systems to appropriately manage all serious consumer related incidents and ensure that they are progressed through open, responsive, fair and impartial processes;
- CCT will take all reasonable steps to minimise the opportunity for occurrence / recurrence of all serious consumer related incidents;
- CCT will investigate, identify and implement strategies that prevent or minimise the risk of incidents reoccurring, in a timely manner.
- CCT will provide complete, comprehensive and consistent reporting to CEO or Board as appropriate.
- CCT will incorporate learnings from serious incidents, as well as trended analysis.

Ensuring a Safe Environment for Staff

9. WORK HEALTH AND SAFETY (WHS)

Obligations and rights

Under the requirements of the Work Health and Safety legislation, Community Care has an obligation to ensure that employees are not exposed to hazards while they are working. Specific requirements include:

- Provide or maintain workplaces, plant and systems of work that do not expose employees to hazards. This duty refers to the whole of the working environment; it covers items like the premises, machinery and methods of work as well as the physical factors (lighting, ventilation, dust, heat, noise, etc.) and intellectual factors (stress, fatigue etc.)
- Provide the information, instruction, training and supervision so that employees are not exposed to hazards while they are working
- Consult and co-operate with staff and supervisors
- Provide and replace on an as needs basis or as decided by the CEO, adequate personal protective clothing and safety equipment whenever hazards cannot be avoided

Obligations of employees under the legislation include that they must:

- Take reasonable care to protect their own health and safety and the health and safety of others
- Co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace that could constitute a hazard
- Follow the instructions and training provided by their employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety.
- Report all hazards and potential hazards, near misses and accidents and incidents as soon as possible to the Care Coordinator.

The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to:

- Be informed, ie to know about potential hazards
- To participate in the setting up of safe standards in the workplace
- To be represented on matters relating to work health and safety
- Refuse to work if they have reason to believe that they are or would be, exposed to risk of imminent and serious injury or illness, without losing pay or benefits; and or leave that work environment if they feel unsafe or at risk. They are required to report all such activities or events immediately to their employer.

10. WHS STRATEGIES

Community Care adopts the following strategies to ensure the health and safety of staff and clients:

- Work through established processes and policies
- Commitment to training
- Keep records of certificates up to date and acts accordingly when certification becomes out of date.
- Making sure the work environment meets regulatory requirements such as building, food preparation and transport regulations
- The provision of equipment that minimises the risk of strain or injury
- The locating of goods and equipment to minimise the risk of accidents or injury
- Stress management strategies including:
 - Providing good working conditions
 - Clearly defining job responsibilities and accountability structures
 - Ensuring work plans and timelines are realistic
 - Managing abusive client behaviour see CD (Training module cd) – behaviours of concern
- Providing training to staff (orientation and ongoing) on ensuring the safety of clients and themselves

The use and follow up of accident/incident/hazard forms

- Safety inspections of clients homes and other facilities and venues where staff accompany clients
- Inviting feedback from staff through direct contact, feedback forms or surveys, on any issues in the delivery of services
- Regular maintenance and servicing of equipment and vehicles, as appropriate or recommended by the manufacturers
- Making CCT premises and facilities and client homes a smoke free environment.
- Ensure a smoke free work place. Workers acknowledge CCT wishes to promote a smoking free culture; no smoking is allowed in the workplace which includes vehicles and within 5 metres of the building. A designated smoking area at CCT offices is located between the fence and the container.

11. STAFF TRAINING

To facilitate a safe work environment all staff are provided with training and information on maintaining a safe environment, delivering safe services and contributing to improvements in safety.

- Participate in training when it is offered
- Work to training processes and procedures as per the CCT policies

12. SAFETY AUDITS

- **Home safety audits**

Home Safety Audits are completed either at the time of assessment or prior to the provision of in-home services or for the first ten minutes of the first home care visit and at the annual review (if applicable) using a Home Safety Checklist.

If any safety issues are identified that cannot be attended to by the client before the first home care service, the service may be put on hold until the issue is rectified.

Any safety issues that can be attended to by CCT are referred to the Care Coordinator/Case Manager for implementation through inclusion in the support plan. Issues that require action by the client are negotiated with the client. These could include:

- The need for repairs to the home
- Removal of unsafe items
- The exclusion of support in relation to particular areas of the house
- The control of pets
- Client smoking in the home during a home care visit

Following the commencement of services, the delivery of services may be delayed when the home or situation is deemed unsafe for staff to enter until the risks are controlled.

13. ACCIDENTS AND INCIDENTS

Accidents, however minor, and near-miss accidents and other incidents that posed or could have posed a threat to the safety of staff, clients or any other person, are reported on a Staff Accident Incident Report form to CCT.

14. HAZARDS

Staff are trained to identify and report health or safety hazards in CCT premises or facilities or in the client's home or external venues. These are reported on a Hazard Report Form.

Completed reports are forwarded to the relevant Care Coordinator /Case Manager who carries out (or delegates) any immediate action required.

15. FIRST AID

15.1 First Aid Training

All staff are encouraged to maintain a current First Aid and Resuscitation Certificate.

15.2 First Aid Kits

A first aid kit is maintained in the office which is checked each quarter by the First Aid Officer and items replenished as necessary.

All work vehicles have a first aid kit which is checked each quarter by the First Aid Officer.

16. INJURY MANAGEMENT

Staff who sustain an injury at work that prevents them from carrying out their normal duties are supported in a Return To Work Programme that is appropriate to their injury and abilities and meets the needs of the organisation. The CEO liaises with the staff person in developing the most appropriate program. The CEO is guided by the Medical Practitioner or Health Professional who is overseeing the staff person's recovery. External expert assistance is sought if required.

Early reporting of injury or illness is required and actively encouraged.

The objectives of the rehabilitation return to work program is:

- to assist in the early, safe return to work following injury or illness
- to establish the need for rehabilitation as soon as possible after the accident, injury or illness occurs; and
- to develop, in consultation with relevant persons including the injured/ill employee, a rehabilitation plan, and to closely monitor the outcomes.

Responsibilities:

P:\FORMS AND POLICIES FOR COMMON CARE STANDARDS\Community Care Policies and Procedures\Policies and Procedures\POLICY 8 Physical Resources.doc

It is recognised that management has a major responsibility in the rehabilitation program. This will include:

- where possible returning the employee to their usual work, or to an alternative position/duties within their capacity; and
- ensuring that no person will be returned to work in a role which will aggravate their injury/illness.

Additionally, all employees on site have a role to play to ensure the best outcome for their injured colleagues.

Successful occupational rehabilitation requires everyone's involvement and commitment.

17. APPROVED SUPPLIERS AND EXTERNAL CONTRACTORS

All suppliers and contractors must supply:

- Insurances
- Police checks
- Drivers licenses

18. ASSETS REGISTER

An assets register is maintained by CCT in Excel. The assets register includes:

- The date of purchase
- A description of the goods, including brand, model and serial number (if appropriate)
- Location
- Purchase cost (including GST)
- Date of disposal
- Reference to original purchase documentation
- Comments.
- The Depreciation Value

All equipment purchased with a value in excess of \$5,000.00 is to be recorded. If the purchase price is not known, for example if the asset is donated, then it is recorded at the cost of a comparable item at current prices.

Purchase costs show installation costs, cabling, transportation and other associated costs incurred to make the asset usable.

All assets purchased through the Community Visitors Scheme (CVS) funding is to be recorded on the assets register.

The assets register is updated by the start of each financial year.

Where assets are purchased using Commonwealth HACC funding or where assets, including capital infrastructure, were previously purchased under the joint HACC program, their use is governed by the Aged Care Funding Agreement and referred to as 'assets'. If assets are acquired using funds other than Commonwealth HACC funding, their use is not governed by the Aged Care Funding Agreement and are referred to as 'other assets'. An item is only considered an asset or other asset if that item has a value of \$10,000 or more (including GST).¹

In addition, assets purchased with Commonwealth HACC funding with a value of \$10,000 or more (including GST) must be recorded in the assets register on the Aged Care Provider Portal and services are also required to certify that the assets register is accurate at the time of reporting as part of the Statement of Compliance component of the FAR (Financial Accountability Reports)

¹ Commonwealth of Australia 2012 *Commonwealth HACC Program Manual* Chapter 5 Section 5.5.3 pp 19-27.

requirements. Further information on assets can be found in the Commonwealth HACC Program Manual, and the later Commonwealth Home Support Program Manual. (CHSP).

For the purpose of the Commonwealth HACC/CHSP Program, capital infrastructure is considered to be real property of a non-expendable nature, specifically buildings and land. Where capital infrastructure has been acquired with funds provided through the joint HACC program, this should be treated as a transition asset.

19. INSURANCE

CCT arranges all insurances required by funding bodies including:

- Public liability
- Workers' compensation
- Directors' and Officers' Liability
- Professional indemnity insurance
- Property - fire
- Contents - theft and burglary (replacement cost)
- Volunteer insurance - personal accident and public liability
- Motor Vehicle Liability Insurance
- Compulsory Motor Vehicle Insurance.

The HR Officers are responsible for ensuring that current Certificates of Currency are acquired for all insurances and copies scanned and retained on the Server.

20. STAFF AND VOLUNTEER VEHICLES

Whilst comprehensive vehicle insurance is not mandatory in Tasmania, when using personal vehicles for work purposes, staff should ensure that their vehicles are clean and roadworthy. Staff and volunteers are required to produce their drivers licence, car registration and insurance documentation when renewed, and details are recorded in the Staff Annual Checklist by the HR Officer.

21. MONITORING AND MAINTAINING EQUIPMENT AND FACILITIES

CCT maintains an Equipment Maintenance Register on the server showing both programmed maintenance and ad-hoc maintenance for all equipment owned by Community Care including loan equipment available for clients.

CCT is responsible for ensuring programmed maintenance is carried out as per the maintenance schedule. Ad-hoc maintenance is reviewed on an ongoing basis to identify if equipment needs to be replaced.

Vehicle servicing and maintenance is co-ordinated by the Personal Assistant as per the manufacturer's warranty.

22. MAINTENANCE REQUESTS

Staff must report required maintenance on a Maintenance Request Form. These are forwarded to the Personal Assistant who will arrange the required maintenance.

23. VEHICLE POLICY

The use of vehicles is covered by CCT Vehicle Policy. Key points are:

- All grant conditions relating to the use of vehicles are adhered to
- Staff have an appropriate current drivers licence before using a vehicle

- All CCT vehicles are used solely for work purposes unless instructed by the Board of Management to home garage vehicles for safety purposes, and is agreed as a condition of employment
- Vehicles are to contain a first aid kit
- Vehicles are locked & secured when unattended
- Users of vehicles:
 - Ensure that the vehicle is tidy inside
 - Has petrol
 - Has correctly inflated tyres
 - Report any damage or issues with the vehicle
 - Complete the corresponding vehicle log book
- If an employee breaks the traffic code whilst driving a vehicle belonging to CCT the driver will be required to pay the associated penalty.

Responsibilities for all drivers:

- Vehicles are to be maintained in safe working order and meet all relevant standards and regulations
- Drivers are to be familiar with the organisation's Vehicle Policy
- The value of vehicles is to be maintained through prompt attention to damage and maintenance of high cleanliness standards (particularly with regard to upholstery care)
- Drivers are aware of procedure to follow in the event of an accident.

24. MOTOR VEHICLE ACCIDENT PROCEDURES

Staff who have a car accident while driving a CCT vehicle must follow the procedures outlined below:

- Stop at once
- As much as possible, ensure that the vehicle is not posing a further traffic hazard
- Offer assistance to anyone who might be injured and call emergency services if required
- Get the names and addresses of all witnesses to the accident
- Report the accident to the police if required by law

If another vehicle is involved make sure you obtain and keep a record of the following information:

- The owner's name, address and telephone number
- The driver's name, address and driver's licence number or other identification
- The name of the owner's insurance company
- The make, type and registration number of the car.

Identify yourself to the other driver, together with your name, address and registration number.

If the police attend, ensure you:

- Provide the police with all relevant information about yourself and the other driver
- Obtain and keep a record of the attending police officer's name, rank, number and station.

As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind.

Do not discuss the accident with any party at the scene of the accident other than the police or the CCT insurance company representative.

If personal injury or serious property damage is involved:

- Call emergency services
- Phone the CEO or her delegate at once.
- Complete a Staff Accident/Incident Report and give it to the CEO as soon as possible after the accident.
- CEO or her delegate to contact the organisation's insurance company

25. FIRE AND EMERGENCY PROCEDURES

25.1 Displaying emergency procedures

Procedures in the case of fire and other emergencies are specified in the Fire and Emergency Handbook. The procedures cover:

- Fire procedures
- Threatening telephone calls
- Threatening behaviour
- Bomb threat
- Earthquake/flood
- Accident
- Missing client
- Client presenting unwell & requiring urgent attention

25.2 Staff responsibilities

Each individual staff member has a responsibility to familiarise themselves with their work place and be aware of:

- The most direct means of exit from the building
- The nominated assembly point for the building
- The location of any portable fire fighting equipment within the building and its application. Training in fire and emergency procedures is mandatory for all staff. Fire drills are also held annually.

26. MONITORING PHYSICAL RESOURCES PROCESSES

Processes and systems to ensure the safety of physical resources are regularly audited as part of the CCT audit program and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

Author	Revision	Board subcommittee review	Board Approved
CCT CEO or delegate	CEO or delegate February 2016		4/16
	CEO or delegate November 2018		
	CEO or delegate October - February 2019	October - February 2019	11/4/19