## Version control & document history

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</tbody>
</table>
### Contents

Lotus Compassionate Care ................................................................................................... 5
Services ............................................................................................................................ 5
Goals and Objectives ........................................................................................................ 6
Role and responsibilities of a Disability Support Worker .................................................. 6
Role and responsibilities of a Care Worker - Community ................................................... 8
Role and responsibilities of a Care Worker - Residential ................................................... 9
Working with families ....................................................................................................... 10
Medication Administration ............................................................................................... 10
Role and responsibilities of an Administrative Services Officer ........................................ 10
Legislative Requirements ................................................................................................. 13
Anti-discrimination legislation .......................................................................................... 13
Privacy legislation ............................................................................................................ 14
Workplace Health and Safety legislation .......................................................................... 17
Environmental legislation ................................................................................................ 18
Other legislation .............................................................................................................. 18
Code of Ethics for Residential Aged Care ........................................................................ 19
Quality Standards ............................................................................................................ 19
Policy and Procedures ...................................................................................................... 21
  1. Code of conduct ....................................................................................................... 21
  2. Complaints and Grievance ....................................................................................... 22
  3. Privacy and Confidentiality ..................................................................................... 23
  4. Privacy and dignity .................................................................................................. 24
  5. Decision making and consent ................................................................................ 25
  6. Person-centered Planning ....................................................................................... 26
  7. Workplace Health and Safety (WHS) ..................................................................... 26
  8. Reporting ................................................................................................................ 27
  9. Ergonomic Requirements ....................................................................................... 28
  10. ‘No Lifting’ Principals ........................................................................................... 28
  11. Infection Control .................................................................................................... 29
  12. Fire and medical emergency ................................................................................ 31
13. Travel and working alone ...................................................................................... 32
14. Environment ......................................................................................................... 34
15. Training and Development .................................................................................... 34
Lotus Compassionate Care

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

Services

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

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

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

Role and responsibilities of a Disability Support Worker

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

Personal Care

- Facilitate clients with healthy meal preparation and choice
- Facilitate clients with grooming and personal care needs
- Facilitate clients with mobility

Reporting and Documentation

- Report to and convey concerns to the Service Manager
- Maintain client and administrative records
- Maintain household finances
- Maintain privacy and confidentiality
Personal Assistance

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

Team work and Communication

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

Quality

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

Values

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

As a Community Care Worker you are responsible for providing personal care and social support in line with the person’s individualized care plan. As a Community Care Worker you will provide care in the client’s home and the community as outlined in the Care Plan and which promotes client dignity and independence.

Personal Care

- Assist the client with nutritional needs and choice
- Assist the clients with personal care needs (showering, bathing, oral care, toileting and hair care)
- Assist the clients with mobility

Reporting and Documentation

- Complete progress notes and file client records in line with Lotus Compassionate Care Privacy and Confidentiality Policy
- Report to and convey concerns to the Registered Nurse or their delegate

Personal Assistance

- Perform or assist with domestic duties
- Assist with social and recreation activities

Team work and Communication

- Work in a team and communicate using effective interpersonal and communication skills
- Participate in team meetings

Quality

- Participate in continual improvement exercises and maintaining service standards
- Work under the supervision of and accept and follow directions of the Registered Nurse or their delegate
- Follow Lotus Compassionate Care policy and procedures including Workplace Health and Safety
- Participate in mandatory training, appraisal and professional development
- Participate in team meetings
Other duties

- Assist with general household duties for clients requiring this service
- Other duties as specified in individual care plan

Role and responsibilities of a Care Worker – Residential

As a Residential Care Worker you are responsible for providing care to client in accordance with their individualized plans. You will provide care consistent with meeting the clients holistic (physical, social, spiritual, cultural and emotional) needs. As a Residential Care Worker your role and responsibilities are;

Personal Care

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

Reporting and Documentation

- Complete progress notes and file client records in line with Lotus Compassionate Care Privacy and Confidentiality Policy
- Report to and convey concerns to the Registered Nurse or their delegate

Personal Assistance

- Assist the clients with social and recreational activities

Team Work and Communication

- Work in a team and communicate using effective interpersonal and communication skills
- Participate in team meetings
Quality

- Participate in continual improvement exercises and maintaining service standards
- Work under the supervision of and, accept and follow directions of the Registered Nurse or their delegate
- Dress appropriately in Lotus Compassionate Care supplied uniform.
- Follow Lotus Compassionate Care policy and procedures including Workplace Health and Safety
- Participate in mandatory training, appraisal and professional development

Other duties

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

Working with families

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

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

Medication Administration

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

Role and responsibilities of an Administrative Services Officer

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

**Reporting and Documentation**

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

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

Quality

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

Values

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

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

This legislation includes:

Anti-discrimination legislation

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

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

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


## Privacy legislation

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

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<td>Health Records and Information Privacy Act 2002</td>
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<td>Northern Territory</td>
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<td>Tasmania</td>
<td>Personal Information Protection Act 2004</td>
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<td>Information Privacy Act 2000</td>
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<td>Health Records Act 2000</td>
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<tr>
<td>Western Australia</td>
<td>No State legislation applicable</td>
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Lotus Community Care respects the privacy concerns of all persons and is committed to the standards laid down in the 10 National Privacy Principles (NPPs).
Summary of NPP obligations*

- **NPP 1 – Collection**
  - Only collect personal information that is necessary for your functions or activities.
  - Use fair and lawful ways to collect personal information.
  - Collect personal information directly from an individual if it is reasonable and practicable to do so.
  - At the time you collect personal information or as soon as practicable afterwards, take reasonable steps to make an individual aware of:
    - why you are collecting information about them;
    - who else you might give it to; and
    - other specified matters under NPP1.3.
  - Take reasonable steps to ensure the individual is aware of this information even if you have collected it from someone else.

- **NPP 2 - Use and disclosure**
  - Only use or disclose personal information for the primary purpose of collection unless one of the exceptions in NPP 2.1 applies (for example, for a related secondary purpose within the individual’s reasonable expectations, you have consent or there are specified law enforcement or public health and public safety circumstances). Note that:
    - If the information is sensitive the uses or disclosures allowed are more limited. A secondary purpose within reasonable expectations must be directly related and the direct marketing provisions of NPP 2.1(c) do not apply.

- **NPP 3 - Data quality**
  - Take reasonable steps to ensure the personal information you collect, use or disclose is accurate, complete and up-to-date. This may require you to correct the information.

- **NPP 4 - Data security**
  - Take reasonable steps to protect the personal information you hold from misuse and loss and from unauthorised access, modification or disclosure.
  - Take reasonable steps to destroy or permanently de-identify personal information if you no longer need it for any purpose for which you may use or disclose the information.

- **NPP 5 – Openness**
  - Have a short document that sets out clearly expressed policies on the way you manage personal information and make it available to anyone who asks for it.
  - If an individual asks, take reasonable steps to let them know, generally, what sort of personal information you hold, what purposes you hold it for and how you collect, use and disclose that information.
• NPP 6 - Access and correction
  o If an individual asks, you must give access to the personal information you hold about them unless particular circumstances apply that allow you to limit the extent to which you give access – these include emergency situations, specified business imperatives and law enforcement or other public interests.

• NPP 7 – Identifiers
• Only adopt, use or disclose a Commonwealth Government identifier if particular circumstances apply that would allow you to do so.

• NPP 8 – Anonymity
  o If it is lawful and practicable to do so, give people the option of interacting anonymously with you.

• NPP 9 - Transborder data flows
  o Only transfer personal information overseas if you have checked that you specifically meet the requirements of NPP 9.

• NPP 10 - Sensitive information
  o Get consent to collect sensitive information unless specified exemptions apply.

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

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

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

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

Environmental legislation

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

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<td>Western Australia</td>
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Lotus Compassionate Care is committed to contributing toward an environmentally sustainable future. All work is conducted in an environmentally sustainable manner consistent with environmental legislative requirements.

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

Other legislation

- Aged Care Act 1997
Code of Ethics for Residential Aged Care

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

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

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

Quality Standards

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

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

- Community Care Common Standards
  - Effective Management
  - Appropriate access and service delivery
  - Service user rights and responsibilities
- The Aged Care Standards and Accreditation Agency Ltd
  - Management systems, staffing and organisational development
  - Health and personal care
  - Resident lifestyle
  - Physical environment and safe systems
*While the following two standards are specific requirements for disability service providers in Queensland, Lotus Compassionate Care has adopted these as standards for all business units.

- **Department of Communities, Child Safety and Disability Services, Standards for Community Services**
  - Standard for accessibility of services
  - Standard for responding to individuals, families and communities
  - Standard for participation and choice
  - Standard for confidentiality and privacy
  - Standard for feedback and complaints
  - Standard for protecting safety and wellbeing
  - Standard for recruitment and selection processes for people working in services
  - Standard for induction, training and development of people working in services
  - Standard for employee and volunteer support
  - Standard for organisational alignment
  - Standard for governance and accountability

- **Department of Communities, Child Safety and Disability Services, Queensland Disability Service Standards**
  - Service access
  - Individual needs
  - Decision-making and choice
  - Privacy, dignity and confidentiality
  - Participation and integration
  - Valued status
  - Complaints and disputes
  - Service management
  - Protection of legal and human rights and freedom from abuse and neglect
  - Staff recruitment, employment and development

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

- [Department of Health and Aging](#)
- [Aged Care Standards and Accreditation Agency Ltd](#)
- [Department of Communities, Child Safety and Disability Services](#)
Policy and Procedures

I. Code of conduct

Policy

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

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

- Work within their role and responsibilities
- Familiarise themselves with the policy, procedures, goals and objective of Lotus Compassionate Care and behave accordingly.
- Co-operate, show respect and communicate appropriately with management, colleagues and other agencies to promote and deliver quality services to clients.
- Show respect and provide care in a way that upholds the client’s privacy and dignity.
- At all times maintain a ‘professional’ relationship with clients.
- Promote and protect clients’ right in relation to diversity and equity.
- Immediately raise concerns about issues in relation to suspected client harm and abuse.
- Fully involve the client (and family where appropriate) in making informed decision about their lives and how to meet their individual needs.
- Provide person centred care that considers the individual’s culture, religious, social, emotional and physical needs.
- Understand and comply with the privacy and confidentiality practices of Lotus Compassionate Care and maintain accurate records as required.
- Refrain from being under the influence of alcohol or illegal drugs whilst carrying out work duties.
- Refrain from using position and information improperly which could result in being detrimental to the organisation and its clients or for the advantage of self or others, directly or indirectly.
- Be committed to developing own knowledge and skills.
2. Complaints and Grievance

Policy

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

Procedure

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

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

Policy

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

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

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

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

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

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

4. Privacy and dignity

Policy

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

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

1. Introduce yourself
2. Refer to the client’s care plan and confirm you have the person’s care plan
3. Communicate with the client about the activity, their preference and identify the degree of support required*
4. Prepare equipment and place within reach
5. Wash hands
6. Ensure the room and water temperature is comfortable
7. Use the correct cleansing lotion
8. Support the client to ensure they are pat dried thoroughly to avoid any skin problems
9. Apply makeup, shave and brush hair as per the client’s preference
10. On completion of the activity ensure glasses, hearing aids and mobility aids are applied.
11. When you have completed ensure the client is comfortable
12. Clean and tidy area
13. Wash hands
14. Report and document changes in the client’s condition and care needs to the supervisor

*Maintain effective communication, privacy and dignity at all times

5. Decision making and consent

Lotus Compassionate Care is committed to supporting and protecting client’s right to make informed decisions about their own life and give informed consent.

- All clients have the rights to re-evaluate and alter their decisions about the services being provided.
- All clients are presumed to have the ability to make decisions unless their impaired capacity is established.
- The law states that people with an impaired capacity* have a right to be provided with appropriate and adequate support to participate and make informed decisions about their own life.
- If the client is unable to make a decision the family or appointed guardian may provide informal support when a decision is made.
- If the client with an impaired capacity does not have informal decision making support then the Queensland Civil and Administrative Tribunal (QCAT) can assist with the formal appointment of a person as the client’s guardian. The guardian will be appointed to make decisions on behalf of the client. The written order is filed in the clients records.
The guardian can make decisions on matters as defined by the Guardianship. These matters may include:
- Accommodation decisions
- Medical and dental treatment
- Restrictive practices
- Advocacy
- Accessing legal and other services.

*Impaired capacity refers to a person who is deemed unable to make sound decisions and give consent.

6. Person-centered Planning

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

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

7. Workplace Health and Safety (WHS)

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

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

8. Reporting

Hazard Reporting

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

Incident Reporting

• Staff must report all concerns, injuries, incidents or ‘near misses’ to their supervisor for hazard identification and control.
• All incidents must be documented on an Incident Report Form
• If staff are unable to complete an Incident Report Form at the time of the incident they must complete the form within 24 hours and submit it to the supervisor.

Progress Reporting

• Date, sign and print name with all entries
• Put a line through any errors, date and sign
• Use blue or black ink
• Only use approved abbreviation approved
9. Ergonomic Requirements

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

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

10. ‘No Lifting’ Principals

Lotus Compassionate Care will provide the necessary manual handling equipment in the workplace, which will assist in the implementation of this policy. Manual Handling and equipment training will be provided in order to affect a safe work environment.

1. Conduct a risk assessment of the environment. Ensure the area is clear and there are no obstructions or potential risks to the safety of the client and others.
2. Refer to the clients care plan
3. Communicate with the client about the activity, their preference and identify the degree of support required
4. Prepare manual handling equipment and sling
5. Attend to the tasks with the recommended number of personnel
6. Apply breaks (e.g. lifting device and wheelchair)
7. Wash hands to maintain infection control
8. Position the client and maintain client privacy and dignity at all times
9. Encourage to client to help as much as possible when moving and lifting
10. Use manual handling equipment correctly as per the training and the manufacturers’ instructions.
11. When you have completed ensure the client is comfortable
12. Tidy the area and ensure it is safe.
13. Report to your supervisor if you have any concerns

II. Infection Control

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

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

Hand washing technique

1. Remove jewellery
2. Use pump liquid soap supplied by Lotus Compassionate Care (an antiseptic solution is to be required for staff before performing an aseptic procedure)
3. Avoid touching sink
4. Wet hands thoroughly with warm water.
5. Lather hands with soap and vigorously rub together making sure all surfaces of the hands are covered, approximately 20 seconds
6. Rinse thoroughly under a moderate stream of water.
7. Dry thoroughly
8. Turn the tap off with a dry paper towel
Managing spills of blood and body substance

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

Managing wastes

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

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

Managing wastes in the home

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

*Lotus Compassionate Care will check with the local council as they may have different requirements for waste disposal.
12. **Fire and medical emergency**

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

- A fire risk assessment, building and fire systems inspection is conducted every year or when required.
- A staff member is allocated as the Fire Warden
- Staff must attend fire safety every twelve months and practice fire evacuation procedures.
- Emergency contacts numbers must be clearly located near the phone.
- For staff providing 24 hour support for clients living in their home regular fire drills must be conducted.
- Fire safety plans are located throughout the Lotus Compassionate Care buildings and in the client’s home.

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

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

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

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

All Care Workers must have a current First Aid Certificate.

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

In the event of a medical emergency situation

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

13. Travel and working alone

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

General

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

Prior to departure

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

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

At the clients home

- When arriving at the clients home knock on the door and wait until the client answers. Do not enter the clients home and contact Lotus Compassionate Care immediately if:
  - The clients does not answer the door
  - There is conflict and arguments coming from within the clients home
  - The person answering the door is unknown and gives you cause for concern
  - The client shows behaviours of concern.
- Be alert to escape routes in case of an emergency exit
- Be alert to items that may be used as weapons such as knives.
- Leave the clients home immediately if there is a risk to your safety.
- The Care Worker must carry a mobile phone at all times with emergency numbers pre-programmed. If the Care Worker is in a threatening situation ring Lotus Compassionate Care and say the code words "I forgot the red marker pen"
- Advise Lotus Compassionate Care when arriving and exiting the client's home or at agreed times when there is a potential risk.
- Care Workers must keep car keys with them at all times

Leaving the clients home

- Have car keys ready when leaving the clients premises and lock all doors and close all windows once in the vehicle.
- Complete all paperwork at the office or as otherwise stated.
I4. Environment

Policy

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

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

I5. Training and Development

Policy

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

Procedure

- Conduct a formal induction process for all new Lotus Compassionate Care staff.
- Identify training and development opportunities with all staff through formal performance appraisal.
- Provide supervisors with written information and training in conducting performance appraisal.
- Ensure all Lotus Compassionate Care staff have one performance appraisal conducted each month.
• Maintain performance appraisal records for each Lotus Compassionate Care staff member.

• Training and development requirements will be identified in line with staff current position duties.

• Staff may request to do professional development that is not specific to their current position duties Lotus. At the discretion of the Manager, Lotus Compassionate Care shall endeavour to support further professional development through:
  o Organising work hours in order for the staff member to attend the development opportunity
  o Leave arrangement negotiations to attend the development opportunity
  o Granting study leave to attend exams.
  o Negotiated incurred expenses, reimbursement for professional development opportunities

• Maintain an employee training and development record system that ensures all staff attends mandatory training and maintain currency. Mandatory training includes:
  o Manual Handling
  o Emergency Procedures
  o Fire Safety in the Home
  o Infection Control
  o Client rights and responsibilities.
  o First Aid

• Training is to be attended within working hours