

KEEPING SAFE AT WORK HANDBOOK



Hornsby Ku-ring-gai Community Transport

<i>DOC 4.01-18-2</i>	<i>Keeping Safe at Work Handbook</i>			<i>Date Approved</i>	
<i>Date Document due for review</i>	<i>Date Document Reviewed:</i>	<i>Amendments</i>	<i>Positions informed/trained in amendments</i>	<i>Method</i>	<i>Date</i>

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The Service provides the contents of this manual as information only and a guide. The Service accepts no responsibility for the accuracy or usefulness of this information when applied to all situations, when in doubt independent professional advice should be sourced. No responsibility is taken for any damage, death or otherwise misadventure, which occurs through the use of this information and in no circumstances, shall The Service be held responsible for any such circumstances. Information is provided as a guide only and should be read in conjunction with the Service’s Policy & Procedure Manual. Should any information differ in this guide from the Policy & Procedure Manual the Policy & Procedure Manual will deemed to be the correct information.

Workplace Health and Safety Act

The Workplace Health & Safety Act 2011 requires Team Members to take reasonable care and responsibility of themselves and others in the workplace by co-operating with their employer in all matters of health and safety. The following basic health and safety rules reflect our policies and procedures and apply equally to every person working within our organisation. This Handbook is to be read in conjunction with other W H & S Policies and Procedures.

General Safety Rules

All Team Members should work with the following rules in mind:

- Work safely, giving your full attention to the task you are performing and follow all reasonable instructions.
- Use the proper equipment for the job.
- Follow designated procedures and manufacturer's instructions.
- Check equipment before use. Report all defective and damaged equipment immediately to your supervisor.
- Keep your work area clean and tidy.
- Comply with all safety signs, warning signs, SDS (Safety Data Sheet), and danger tags.
- Practical jokes and skylarking can be dangerous and should be avoided.
- Maintain personal hygiene.
- Practice universal precautions and follow infection control procedures.
- Attend fire and emergency drills.
- Know your role in an emergency.
- Be aware of details shown on the Evacuation poster.
- Be security conscious - ensure all sensitive documents and your personal belongings are safe and secure.
- Report all accidents, injuries, incidents, near misses and unsafe conditions immediately to your supervisor and complete an 'Accident/Injury/Incident Report'.
- Be aware of the consequences, and side effects, of using prescription drugs and their potential impact on your ability to safely perform your assigned tasks.
- Consumption of alcohol, illicit drugs during work hours is not allowed.
- Team Members must not present for work under the influence of alcohol or drugs.
- Where prescribed personal protective equipment (PPE) and clothing is provided, it must be worn and used when required for a specific task.
- Follow the Service's Policies and Procedures.

First Aid/Medical Attention

In line with the First Aid Regulation of the Workplace Health & Safety Act 2011, the following applies in the Service:

- a first aid kit is located in each vehicle and the office;
- the Manager will appoint a First Aid Officer. First aid kits must be properly maintained. If items are taken from the first aid kits they should be recorded on the Driver Daily Report Sheet.
- If a job description lists a First Aid Certificate to be an Essential Criteria or the Manager appoints a particular position to be first aid officer, that person must be paid the First Aid Allowance due to such an Team Member under the relevant award.
- The First Aid Officer will administer any First Aid if they are present.
- a notice near the kit specifies 000 number and nearest medical centre/hospital;
- If medical attention is required the ambulance is to be called or in the case of a minor medical need first aid may be administered by a person appropriately trained or the person taken to their GP. **IF IN DOUBT CALL THE AMBULANCE!**

Accident, Injury & Incident Reporting

Basic Rule: If it hurt you or someone else OR if it could have hurt you or someone else REPORT IT.

The following are examples of events that require the completion of an Accident/Injury /Incident Report:

Falls, Trips, Car accidents, Back injuries, Burns, Chemical burns, Electric shock, Cuts, Bruises, Abrasions, Aggressive and potentially aggressive incidents including Assault, Threatening verbal abuse, etc. Fire, bomb or other threatening activity, Criminal activities, e.g., Theft, Sudden death of a Service User or Team Members Service User, Media interrogation in relation to an incident, theft, unauthorised entry, Waste management incidents, Needle stick injury, exposure to blood/body fluids, other 'injuries' and 'near misses'.

Hazards/Risks in the Workplace

Basic Rule: If it could hurt someone REPORT IT.

Under the Act YOU have a responsibility for your own safety at work and must report any hazards/risks (potential or actual). Use a Hazard/Risk Management Form.

Stress

The agency recognises that stress is an occupational hazard and aims to minimise stress for Team Members.

Knowledge & Skills

A common cause of stress can be a Team Member's lack of confidence that they have the necessary skills and knowledge to perform their duties. Team Members

also may develop a perception that others do not believe they have the necessary skills and knowledge to perform their duties. Either of these situations, whether valid or not, can cause considerable stress.

To combat the above the Governance Body, Manager and Team Members will be required to undertake full orientation to the Service and associated services on commencement of service. All specific knowledge and skills required for each task will be identified. All relevant Team Members shall be trained appropriately to ensure Team Members are confident to provide services that meet the organisations expected quality standards. Whenever significant changes are introduced to the service all Team Members will be informed and where necessary attend training sessions.

Services will develop Team Members job descriptions that clearly define their roles, rights, and responsibilities.

Workload

Another common cause of stress can be too much or too little work. In community services there is a high workload and it is easy to fall into unhealthy practices of long hours with no breaks. Therefore Team Members are required to work the number of hours set down in their individual contracts. No extra time is to be worked without prior permission. Team Members are required to take scheduled breaks to allow time to relax and also communicate with other Team Members in an informal way, (eg morning tea)

Insufficient Resources

In the community sector there are often insufficient resources to meet the needs and demands placed on the service by the target group. Therefore we will provide services based on available resources to comply with the funding bodies required output hours. All Team Members will document all unmet needs, refusals of service and Service Users placed on waiting lists. This information shall be included in the data collection and raised as part of the on-going planning processes.

Communication

The Manager will address, in the monthly report to the Governance Body; any WHS issues relevant to the organisation. This is to ensure Governance Body is fully versed in all problems associated with the Service.

All Team Members are required to inform their supervisor of any stress's being experienced or potential stressors that are identified during regular supervision and support sessions.

Conflict Resolution

Conflicts, real or perceived, can cause stress to Team Members. All Team Members are encouraged to express grievances/conflicts to their supervisor in supervision and/or by using the Team Members Performance Dispute & Grievance Procedures.

Team Members Support

It is acknowledged that Team Members will be exposed to various stressors in the course of their duties and as such will be provided with effective orientation, support, supervision & training to address such problems. Issues involving heightened levels of stress should be discussed in supervision sessions and monitored, if stress

increases and/or becomes a risk to the safety of the worker then and Accident/Injury/Incident Report should be completed.

Around the Office

Furniture

The Service will purchase furniture and equipment which minimises the risk of injury or strain. It is the responsibility of Team Members to ensure that they use furniture or equipment appropriately and follow the procedures recommended to protect users from muscle fatigue and repetitive strain injury.

Photocopiers

Photocopiers will be placed in a separate room where possible and/or in a position with good ventilation. Team Members should ensure that they protect their eyes from the light emitted by the photocopier, and should take care and follow the directions when filling the machine with toner.

Design & Purchasing

The Manager must ensure that when designing or purchasing any new goods or services for the Service, any potential manual handling risks are identified, assessed for their potential to cause manual handling injury and either eliminated or controlled prior to their purchase or commencement of their use. Team Members will be provided with relevant training prior to the use of any equipment.

Housekeeping

All premises are required to be cleaned regularly (i.e. weekly) and maintained in a clean and orderly state. Good housekeeping techniques will assist in maintaining a clean, organised working area for Team Members and Service Users. This will reduce the likelihood of accidental injuries and "near misses". Good Housekeeping standards will reduce the risk of:

- Team Members and Service Users tripping or falling, hitting against or being struck by items that may cause contusions and cuts.
- A build up of combustible wastes and deposits which can cause a fire
- Overloaded electrical points
- Electrical faults such as faulty equipment and frayed cords. All electrical appliances will be inspected annually and tagged by a qualified electrician.
- Back and muscle stress from accessing items may have been stored inappropriately.
- Theft and malicious damage to property
- Emergency exits and stairways being blocked
- Infestations of vermin (mice, rats), cockroaches, fleas, spiders and other pests.

To ensure a clean place of work:

Cleaners are employed and will vacuum, mop, dust and generally clean the site twice per week.

Team Members are required to be responsible for keeping their desks clean and tidy to enable cleaners to dust the area. Cleaners will not be responsible for tidying people's desks. Team Members also have a responsibility to ensure that the site is kept clean and safe between cleaner visits

Floors

Floors must be kept clean and dry. Any spillage on the floor must be cleaned up by the Team Member who is present when the spill is first noticed. If that Team Member is unable to handle the spill immediately, they will delegate clean-up to another available Team Member. If no Team Member is available the room must be locked and not used until the spill is cleaned up.

- A wet floor sign must be displayed whenever the floor is wet.

Cleaning & Disinfection of Facility & Surfaces

Standard precautions will be implemented when cleaning surfaces and facilities see information on Infection Control. Toilets, sinks, wash basins and kitchen areas will be cleaned regularly by the cleaners and be kept clean and tidy by Team Members in between cleaner visits.

Routine Cleaning will involve:

- cleaning and drying work surfaces before and after each use or when visibly soiled
- using detergent and warm water for routine cleaning.
- surface disinfection where required, chemicals to be use in accordance with manufacturer's instructions and Material Safety Data Sheets (MSDS).
- cleaning and drying surfaces before and after applying disinfectants
- empty buckets after use.
- washing with detergent and warm water, store dry mops will be cleaned in detergent and warm water and stored dry.

Service User Issues

If a Service User becomes ill in a vehicle

Team Members shall monitor the health and wellbeing of Service Users at all times during the delivery of services.

Many of our Service Users are frail and/or have fragile health, and some may unfortunately succumb to illness or injury whilst using a service. In view of this fact, the priorities for Team Members responding to Service User illness or injury shall be:

- minimising risk to any other Service User or Team Member;
- obtaining emergency assistance as required (eg. ambulance);
- delivering first-aid to their best ability, using gloves, personal protective equipment, first aid kit, spill kit and following infection control guidelines to ensure safety;
- minimising distress to other Service Users;

- conveying the Service User to an appropriate source of assistance (eg. hospital).
- notifying the General Manager or nominated Team Members of the situation and keeping them informed of any further developments.

If a Service User becomes ill during transport:

- Stop the vehicle
- Assess situation, The driver will assess the situation and will assist the Service User with minor accidents only.
- Apply First Aid if appropriate and you are qualified to do so and/or
- **If Individual Transport** - Get help by telephoning 000 and getting an ambulance to come to you or by going to the closest medical centre/hospital. As soon as possible ring the Office and report the incident verbally. The Office will:
 - Contact the Service User's emergency contact/The Brokerage Service Coordinator/ referral agency and advised of what has happened.
 - Contact the destination of Service User to advise what has occurred.
 - Driver completes an Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours)
- **If Group Transport** - If the accident is more serious the driver must ring for an ambulance and then notify the office. The driver will wait if necessary for the ambulance to attend then resume the run. As soon as possible ring the Office and report the incident verbally. The Office will:
 - Contact the Service User's emergency contact/The Brokerage Service Coordinator/ referral agency and advised of what has happened.
 - Contact the destination of Service Users where significant delays of service will affect expected arrival plans or arrangements for other Service Users.
 - Driver completes an Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours)

If a Service User fails to answer the door:

Many people who use the service live alone, are frail or have a disability. It is an unfortunate reality that such people occasionally meet with accidents or illness and, isolated and immobile within their homes, are unable to summon help. It is also unfortunately not unheard of for a Service Team Member to be the first person to become aware of, or suspect such circumstances, which may require prompt action to ensure the wellbeing of the Service User concerned.

In consideration of these facts the following procedures shall apply when doubt exists regarding the wellbeing of a Service User upon calling at their home and receiving no answer:

- Wherever practicable, the Office shall be immediately notified of the situation and then kept informed of any further developments. Office Team Members will:
 - Check records including bookings/dispatch sheets to ensure no error has been made. For Brokered Services the office should check with the

appropriate Service Coordinator. This information shall be relayed back to the Driver.

- Immediately contact the “emergency contacts” (identified during Service User assessment) and other appropriate sources (eg. destination venue) in order to establish the whereabouts of the Service User.
- Call out to get attention and when there is good reason to suspect that the Service User is within the home
- Do a “walk around” the home (the Service User may be in the backyard) and check for windows to call into.
- If necessary, neighbours should be discreetly questioned to establish the possible whereabouts of the Service User (eg. perhaps the Service User was seen leaving).
- **If there is clear evidence that the Service User is within** the house and in need of immediate first aid entry to the Service Users house should be achieved, where practicable, using minimum necessary force and 000 phoned immediately for an ambulance. The Office should be advised as soon as possible and an Accident/Injury/Incident Report completed as soon as possible to ensure best recall of details (within 24 hours). The Office will:
 - Where entry has been achieved using force, the appropriate authorities including the police shall be informed as soon as possible after the event.
- **If there is no evidence that the Service User is in the house** ring the Office and advise that the Service User has not been found or information regarding their whereabouts obtained. The Office will ring the Service Users Home if no answer they will then contact next of kin or where doubt continues to exist regarding the Service Users wellbeing, appropriate authorities including the police shall be informed of the need for immediate action.
- Remain calm.

Lost Service Users

All transport operators must deal with situations where Service Users do not present themselves or are late for scheduled return services. Such situations are however of particular concern for Community Transport because many of our Service Users have special care needs and/or are vulnerable.

In view of this fact, the following procedures shall apply where Service Users do not present themselves as arranged for return services:

- Wherever practicable, the Office shall be notified immediately of the lost Service User situation and then kept informed of any further developments. The Office will:
 - Contact Service Users emergency contacts, referral agency or Brokerage Service Coordinator, to establish whether the Service User has made alternate arrangements for their return.
 - Destination/venue, next of kin, family, carers, Brokerage Service Coordinators, referral agency and/or “emergency contacts” of other Service

Users will be contacted where significant delays of service will affect their expected time of arrival plans or arrangements.

- The Driver will take charge and instruct other Team Members, if applicable, in the search for the Service User.
- All actions taken to locate a lost Service User, including postponing scheduled service departure, will be taken in consideration of the comfort and safety of other Service Users (eg. Service User shall not be left for extended periods in vehicles where they are subject to extremes of heat/cold etc, vulnerable Service Users shall not be left unattended).
- Where a Service User cannot be located before operational or Service User safety/comfort considerations require the departure of the service the Driver will depart from the venue and transport other Service Users according to run sheets. The Driver will advise the Office of recommencement of service and failure to locate the Service User: The Office will:
 - Contact Service User's emergency contacts, referral agency or brokerage service Coordinators. Emergency services (health/police as appropriate) will be informed.

Service Users at Risk

The service acknowledges its responsibility to ensure that vulnerable or at risk Service Users are delivered into safe and appropriate environments upon service completion. Sometimes normal or intended arrangements fail to provide Service Users with a safe and appropriate environment (eg. A frail aged person with dementia is taken home but their carer is not home,). If this type of situation occurs remember:

- No Service User is to be left unattended in an unsafe or inappropriate environment.
- Where a carer or guardian fails to meet a Service User as planned, and where operational considerations prevent a Team Member remaining with the Service User concerned, the Service User shall not be left but stay on the vehicle and the Driver will return to the Service Users home upon service completion, meanwhile the Driver will notify the Office and they will phone the Service Users next of kin to try and ensure someone is at the Service Users home when the Driver returns.
- Where a Service User is returned to a home which does not provide a safe or habitable environment, and where operational considerations allow, Team Members shall render what assistance is safe and practicable in order to resolve the situation.
- Wherever practicable, the Office or nominated Team Member shall be immediately notified of the situation.
- Where reasonable action by Team Members cannot ensure a safe and appropriate environment for a Service User to be left in, the service will make alternative arrangements for the Service User to be taken to another address or appropriate agency. The Manager shall be responsible for keeping an up to date list of such agencies.

Physical Contact with Service Users

The service acknowledges that in the day to day provision of its services, some physical contact between Service Users and Team Members may be both appropriate and necessary.

To avoid misunderstanding and distress arising from physical contact in the course of service delivery:

- No Team Member shall have physical contact with a Service User except to assist or ensure their safe and comfortable use of the service.
- Wherever practicable, no Team Member shall provide a service to a vulnerable or “at risk” Service User (eg. children, people with intellectual disabilities) without the assistance of another Team Member or approved helper.
- Team Members will clearly explain the reason for and nature of any intended physical contact between themselves and Service Users and obtain their consent.
- After receiving approval from the Service User, Team Members will assist the Service User ensuring they advise the person of what they will be doing at each step.
- Team Members will be trained to identify any cultural considerations relevant to physical contact between Service Users and Team Members and positively address them in the delivery of services.
- If in doubt Team Members are to ask the Service User.

Falls

Slips, Trips & Falls can result in serious injuries including fractures, sprained joints, back injuries, contusions and lacerations. Risk controls may include:

- Eliminating uneven floor surfaces and pathways
- The trimming of bushes and trees that overhang pathways
- A policy for the immediate clean up of all spills on floors
- Using signage to warn Team Members and Service Users of wet or slippery surfaces.
- Placing white lines on stairs to assist in the identification of step size and depth.
- Team Members to wear appropriate footwear which involves a closed shoe design.
- Provide non-slip mats at doors where water may be a problem
- Provide non-slip surfaces in bathrooms and kitchen areas.

The following guidelines are recommended for management of any falls where Service activities occur.

- If a person begins to fall/collapse, **do not** attempt to catch the person or prevent the fall.
- If it will not cause injury to yourself or others you may guide the persons fall by supporting them gently to lessen the impact of the fall.

- If possible, remove any dangerous or sharp objects to reduce the potential for further injury.

Anyone who has experienced a fall will know that it is embarrassing. It is extremely important not to get up quickly but to ascertain any injuries and take time to calm down.

Falls Requiring Emergency First Aid

- If the Service User is unable to weight bear, Team Members must call for ambulance services to lift Service User.
- Call 000
- Reassure and make the Service User comfortable. Don't leave the Service User unless it is absolutely unavoidable (e.g. you have to call an ambulance and there is no other person able to do this)
- Call for assistance from another qualified Team Members or volunteer.
- The nominated first aid officer/s will provide first aid as appropriate until an ambulance arrives.
- Team Members are to advise the Office of the fall who will notify next of kin.
- Ensure all required documentation is completed, i.e. accident/incident report, injury register and review of care plan as soon as possible while details are still clear in your mind

Falls Not Requiring Emergency Response:

- If a Service User is orientated and stating that they are not dizzy or experiencing pain, make the person comfortable and allow them time to recover from the shock of the fall. Encourage the Service User to stay where they are, get them a pillow, a drink of water or other items to make them comfortable. Reassure them ITS NO BIG DEAL.
- Assess the situation, ask the Service User if they are dizzy, are they in pain. If they are in pain and/or dizzy do not attempt to move them phone 000 for an ambulance.
- If the Service User feels they have not hurt themselves and they want to get up and you can see no evidence of injury you may assist the Service User to get up. **DO NOT LIFT THE SERVICE USER – ASSIST THE SERVICE USER TO MOVE THEMSELVES**, ask them if they can :
 - get their hands under themselves to slowly raise their body to a sitting position, if they do this encourage them to rest for a bit then
 - get a solid chair and place it next to the Service User
 - ask the Service User to slowly come to their knees using the chair for support, if they do this encourage them to rest for a bit then
 - using the chair for support raise themselves to a standing position or raise themselves and sit in the seat.
 - **MAKE SURE SOMEONE IS HOLDING THE BACK OF THE CHAIR TO KEEP IT STABLE SO IT SUPPORTS THE SERVICE USER SAFETY.**

- A gentle hand on the Service Users back while they do this will offer security.
- IF AT ANY STAGE – the Service User feels pain or is dizzy STOP and call 000 for the ambulance.
- Any further (non-emergency) first aid can then to be administrated (e.g. wipe grazed area)
- If the Service User remains at the service, closely supervise for the rest of the day.
- Team Members are to advise the Office of the fall who will notify next of kin.
- Ensure all required documentation is completed, i.e. accident/incident report, injury register and review of care plan as soon as possible while details are still clear in your mind

Infection Control

Team Members will practice infection control by:

- Demonstrating high standards of appropriate dress and personal hygiene (eg. washing hands, daily shower and wearing clean clothes).
- Ensuring prior to the delivery of services which involve contact with Service Users, Team Members shall wash hands and cover any cuts, abrasions, broken or damaged skin with a waterproof dressing.
- Monitoring their own health
- Participating in infection control training
- Ensuring if a Team Member has been exposed to body fluids or there was a risk of exposure an Accident/Injury/Incident Report Form is completed and submitted to the Team Member's supervisor.

All Team Members will be encouraged to be immunized for:

- Hepatitis B
- Tetanus

Training will be designed to raise awareness of the possibility of infection and will include:

- personal hygiene
- hand washing
- standard precautions
- cleaning and disinfection
- spills management
- waste management
- correct use of personal protection equipment
- what to do in the event of blood or body fluid exposure

- where to refer people for counselling and support when they have concerns about exposure

Communicable Disease

Team Members should be trained in and to observe basic hygiene and infection control measures in their work in order to avoid communicable diseases. Team Members who suspects that someone in their work place (Office, or Service Users home) has a communicable disease will report this immediately to their supervisor who will advise them of the appropriate action.

Team Members or Service Users suffering from a contagious disease including, but not limited to TB, measles, chickenpox, shingles, mumps, rubella, pertussis, gastroenteritis, hepatitis A or influenza should be requested to refrain from Service activities for the infectious period of their illness.

A medical certificate stating that the individual is no longer infectious will be required prior to their return to the Service.

Team Members shall inform their supervisor if they suspect that they may be affected by a minor infectious illness but are still fit for work and where practicable, alternative duties will be offered. Where possible Team Members with a minor illness, such as cold or flu, will avoid close contact with Service Users, particularly those who are frail or in poor health.

Since the infectious status of service users and Team Members will often be unknown, the best way to prevent transmission of infections is to consider all people as potentially infectious. This means all people are treated equally.

Hand Washing

Hand washing is the single most important procedure for preventing cross-infection. Hand washing is mandatory between all Service User contacts. Clinical hand washing is used after touching blood, body fluids, secretions, excretions and contaminated items whether or not gloves are worn.

Wash hands using soap and water:

- After going to the toilet or touching your nose, head etc.
- After cleaning contaminated areas eg. bathrooms and toilets
- Before preparing food
- before Service User contact activities

You may wish to use a barrier cream to protect your hands from drying and chaffing. Cover minor cuts or abrasions with a waterproof dressing before commencement of duty. Team Members with infected lesions, dermatitis or skin allergies should notify their supervisor.

General Hand Washing

A plain (non-antiseptic) soap is sufficient for routine hand washing.

- wet hands thoroughly and lather with soap
- vigorously rub hands together for at least 20-30 seconds. Rinse under running water

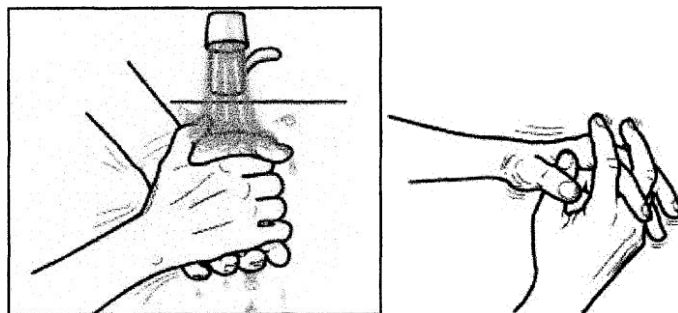
- dry hands with a disposable paper towel
- to minimise 'chaffing' of hands, pat dry rather than rub them
- do not touch taps with clean hands, use paper towel to turn taps off

Clinical Hand Wash

Clinical Hand Washing is used after contact with body fluids (even if gloves have been worn). An antiseptic hand wash solution should be supplied for this procedure. Use of hand creams is encouraged before and after work and before breaks.

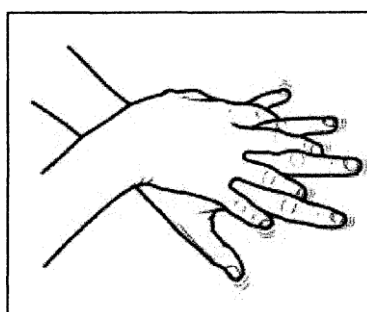
Use an antiseptic hand wash solution for Clinical hand washing:

- Wash hands/wrists/forearms for 30-60 seconds for clinical procedures
- Turn on taps (using elbows if applicable)
- Wet hands under running water
- Using elbow depress pump once to deliver hand washing solution and turn off tap
- Rinse hands thoroughly
- Turn off taps (using elbows, if applicable)
- Pat skin dry thoroughly with paper towel

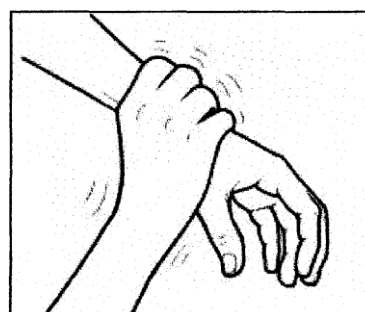


1. Wash palms

2. Wash between fingers



3. Wash back of hands



4. Wash wrists

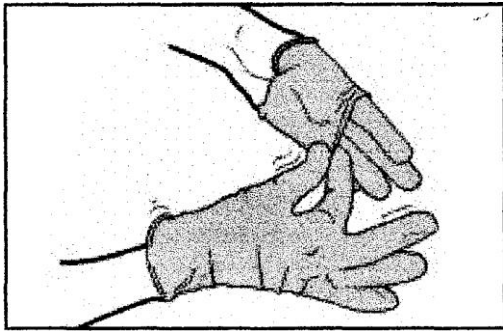
Glove Use

Wear gloves over clean hands when:

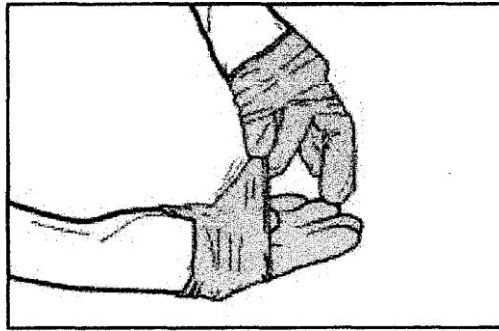
- Handling soiled clothes or linen
- Cleaning bathroom or toilet areas
- To cover broken skin on hands.

Gloves must be worn to prevent contact with blood or body substances. Wearing gloves does not replace the need for hand washing, because gloves may have small, unapparent defects or may be torn during use, and hands can become contaminated during removal of gloves. Failure to change gloves between Service User contacts is an infection control hazard.

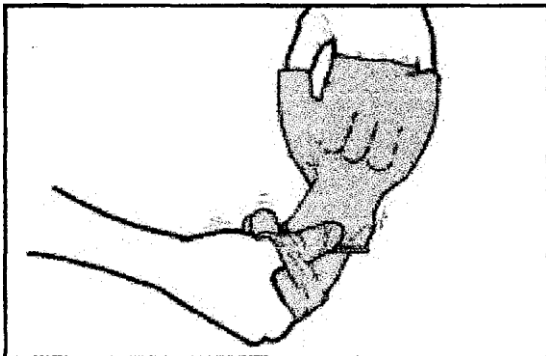
Removal of Gloves Technique



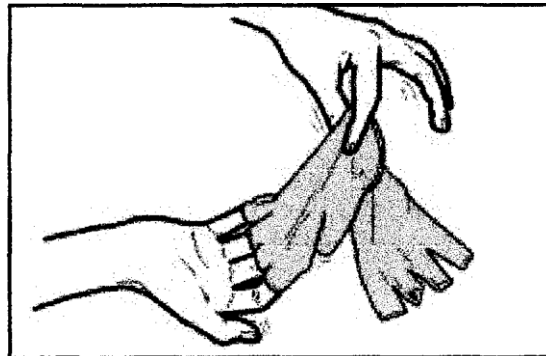
1. Grasp one glove at wrist and pull down



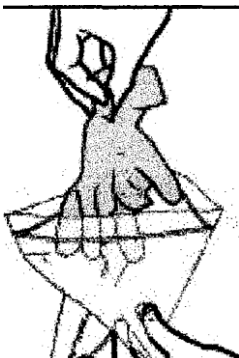
2. Grasp other glove at wrist at risk and pull down



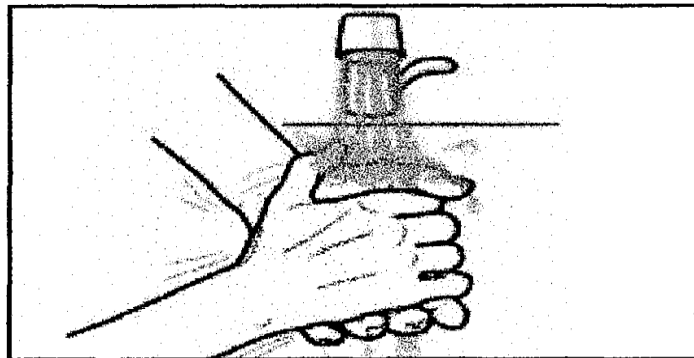
3. Grasp wrist end of one glove and pull it off completely



4. Remove other glove in a similar way



5. Dispose of gloves in sealed plastic bag.



6. Wash hands afterwards

Cleaning Spills/Universal Precaution Kits

Team Members shall, at all times, use Spill Kits to isolate, remove, cleanse and disinfect any spill of blood or human body fluids. See Safe Work Instruction – Bio Hazard Spill Kit.

HOT WATER WILL MAKE BLOOD STICK TO THE SURFACE. FOR THIS REASON, COLD WATER SHOULD ALWAYS BE USED FOR THE FIRST CONTACT WITH BLOOD OR BLOOD STAINED ARTICLES.

If a spill occurs on carpeted/soft areas, take care not to damage the area with chlorine. Detergent may be more appropriate. Any soiled equipment should be cleaned with cold water and detergent and then disinfected in the usual manner.

Sharps Use and Disposal

Sharps should not usually be encountered in the normal course of your work, however if you are exposed to sharps remember:

- All sharps are a potential source of infection.
- Incorrect handling of sharps may result in penetrating injuries.
- Failure to discard sharps into approved sharps containers after use poses a hazard to other people.
- Use of containers complying with the relevant standard reduces the risk of injury from contaminated sharps.
- Sharps are defined as objects having sharp points or edges capable of piercing or cutting the skin.
- Safe disposal of sharps using approved techniques is the responsibility of the user.
- Sharps containers must be provided as close as possible to point of use and be an appropriate size.
- Sharps containers must comply with Australian Standard 4031-1995.

Personal Protective Equipment (PPE)

Make sure if a Safe Work Instruction or your supervisor indicates that you should use Personal Protective Equipment for a particular activity you do so.

Manual Handling

Manual Handling	any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any animate or inanimate object
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In the day to day provision of services, most Team Members are required to undertake a range of routine and ad-hoc of lifting and manual handling activities. Instances where risks arising from routine or ad-hoc lifting and handling tasks have been identified, a Hazard/Risk Management Report shall be completed and give to the Team Members supervisor.

It is important that Team Members be aware of how to safely carry out their work tasks to protect their backs and to practice good posture while standing, sitting, driving, cleaning, carrying and moving objects in the home.

Risk Analysis for Manual Handling

Before attempting any Manual Handling (including lifting, pushing, and pulling) it is important to ask yourself these questions:

1. What is the nature of the object to be handled or lifted, the nature of the task and what secondary considerations exist which may complicate the task?
 - a. a box of paper can be readily put down if the task proves to be too much, support cannot as easily be withdrawn from a Service User relying on a Team Member for physical assistance;
 - b. helping a Service User using a wheelchair down their front driveway may suddenly become dangerous in windy and wet conditions.
2. Is the task necessary?
3. Can the objective of the task be accomplished by other means? (Rather than assist a person using a wheelchair to negotiate steps, a ramp or dropped kerb may be available nearby.)
4. Can the task be redesigned to make it safer and easier? (Heavy boxes of photocopying paper can be split into reams prior to carrying.)
5. Can equipment be used to make the task safer and easier? (Rather than physically passing or carrying removable seating into or out of a bus, it can be lowered on the wheelchair/Service User lift, or rather than assist a wheelchair user to transfer from their wheelchair into a fixed vehicle seat by lifting them; a slide board can be used.)
6. Can a team effort make the task safer and easier? (Where one Team Member may have great difficulty in steadying or supporting a large Service User disembarking from a vehicle, two Team Members may be able to more effectively provide assistance.)
7. Should the task not be attempted? (Having established that assisting a person using a wheelchair down a flight of steps is necessary for them to gain access the service, and having examined all alternatives including the use of equipment and team effort only to conclude that the task still poses a high risk to both the Service User and the Team Member concerned, it should be decided that the Service User cannot safely access services until a safe means of overcoming the problem has been identified. Therefore a reassessment should be done with the Service User.)

We work with people who are frail aged, younger people with disabilities and their carers the eligibility assessment for Service Users will take into account the manual handling risk assessment criteria prior to an individual being accepted into, or continuing Service. If a Team Member notices a manual handling risk due to a change in a Services User circumstances (e.g. moving house, health deteriorating) then a Service User Access/Equipment report should be completed.

The Service will provide services to Service Users whom:

- Have the ability to transfer

- Are weight bearing
- Can use safety hoists to enable travel without transfer

Team Members who have been provided with appropriate training in the use of mechanical aids, hoists and manual handling techniques will be responsible for carrying out their duties in accordance with training provided.

Making Service Users Comfortable When Assisting

Receiving assistance can be very threatening to some Service Users. It is useful to remember that for some Service Users, accepting assistance can mean, or appear to mean:

- giving up a certain amount of control over a situation,
- handing over responsibility for their well-being to a stranger;
- being forced to admit to diminished abilities.

Being aware of a Service User's potential concerns and being professionally competent in the safe use of mobility aids is therefore an important aspect of providing a reassuring service.

Concerns which Service Users may have about assistance include:

- that insensitive or incorrect assistance may cause them discomfort or injury;
- that the "helper" will not follow their instructions;
- that they will be rushed by their "helper";
- that having assistance provided will humiliate them.

Positive Approach:

- always asking before providing assistance;
- clarifying how assistance should be provided;
- listening to and following instruction wherever safe to do so;
- informing the Service Users of any intended actions or movements which may be unexpected.

Assisting Service Users to walk

- Offer your arm for them to hold rather than taking theirs.
- Beware of pulling too abruptly on rheumatic arms.
- Where possible stand on the side away from any walking aid (stick, walking frame and so on).
- Be aware of the surface you're walking on. To an able-bodied person a few tiny "pebbles" mean nothing, to someone with a stick or a balance problem they are enough to cause a fall. If a person's walking-stick is wet it may not grip on the bus floor; again this could cause a fall.

Assisting Service User Up or Down Steps

Remember if you are walking up steps to walk a step behind the Service Users so you can support their back if they overbalance and, similarly, walk a step in front on the way down so the Service Users can grab your shoulder if they need to.

Assisting Service User out of a chair

Most people can get out of a chair with a little assistance if it's the right chair. Encourage Service Users to sit in chairs that have arm support and are sturdy and not too low. DO NOT lift people out of chairs. **Try this:**

- Stand in front of the Service User
- Ask the Service User to wriggle forward in the chair so their bottom is on the edge of the seat they can lean forward so their nose is in line with their knee.
- Then suggest they rock to get momentum and on the count of three to stand (if the Service User gets a bit wobbly half way up you can support them by placing your hand in the small of their back).

Assisting a Service User on or off a Bus.

- For walking Service Users and particularly those with visual problems, make them aware of handholds and steps.
- Guide them to a seat, offering help as necessary.
- People with stiff hands may find it difficult to grip the grab rails, particularly the sloping ones at bus doors. If their hands are damp there is also a great danger of them slipping.
- Remain calm whatever happens.

Ask people what help they need with seat belts/harnesses. Ask for permission before reaching across Service Users. Before setting off, ensure that Service Users are all comfortable and secure, and seat belts are on. Ask Service Users if the level of heating or ventilation is alright (although you will never satisfy everyone Remember the decision is made for the Service Users comfort not workers). Give Service Users reassurance when using the hoist on the bus especially if for the first time.

Assisting a Service User In and out of a Car

Park your car either right on the gutter or about two foot out from it so the person has room to move. Wind down the window and hold the door steady, this allows the person to hold onto the door and perhaps the back of the seat. If they can sit down first you can then assist them, if needed, to get their legs in. Give the person the seat-belt. If they cannot do it up themselves DO NOT lean over them to fasten it. Ask them to hold on and go and get in your side of the car then fasten their belt. This means you do not invade the person's personal space and it does not make them feel like a child.

Assist with the use of mobility aids.

A combination of communication, Service User awareness and occupational health and safety skills are the key to providing quality assistance to Service Users who use mobility aids.

Helping Service Users to use mobility aids can often involve safely securing or storing the mobility aid before and/or after transport. With wheelchairs in particular, the storage of mobility aids can often involve a considerable amount of manual lifting and handling. Support workers whilst undertaking this task as a result of poor lifting techniques have sustained many serious injuries. You should always remember that good practice in the manual lifting and handling of mobility aids should be applied at all times, not just when a Service User is being helped to use them.

Transporting Service Users Using Wheelchairs

Transport by Bus

All Service Users either confined to a wheelchair or with severe mobility problems will not be transferred from their wheelchair to a seat within the bus unless they are able to do so under their own power with minimal assistance. The Driver will restrain all wheelchairs and the appropriate seat belt will be provided.

Service Team Members will ensure that Service Users understand that they are not to loosen or remove seat belts or wheelchair restraints. The service will not accept responsibility for any Service Users who either loosen or remove their restraints and/or seat belts.

Individual Transport

All Service Users either confined to a wheelchair or with severe mobility problems will need to be transported in HKCT vehicles with w/chair hoist etc. Carers are not provided by HKCT however clients with severe mobility problems are able to be transported by HKCT if they have their own Carer accompanying them.

Tips for assisting people using wheelchairs

These are only general tips for use when offering assistance to people using wheelchairs. It is best to check with the person using the wheelchair for preferred method

- Check with the person before rushing to assist
- Do not assume that a person can manage without checking first
- Be aware that heavy doors can be awkward for a person in a wheelchair
- If necessary, hold open lift doors to ensure that a person in a wheelchair has sufficient time to enter or leave the lift.

Offer to reach things on high shelves. If possible, and appropriate, sit down to speak with a person in a wheelchair so that you are at the same eye level

Wheelchair handling should always be seen as a partnership between the Service Users and the person providing assistance. Always ask the Service Users how you may help and tell them what you are doing or going to do. Remember, when assisting a person using a wheelchair you cannot have eye-to-eye contact and verbal communication may be difficult.

Non-verbal communication systems can often be used to overcome this problem. The person using the wheelchair might for example, raise their hand to indicate they wish to stop and speak face-to-face with their helper.

Use of a wheelchair usually means that it takes longer to get from one place to another so bear this in mind if the person is late for a meeting. People who are dependent on taxis to get around may need to book the cab by phone, or be advised when a cab arrives. If the person carries their pads, notebooks and pens in a bag hung over the back of the chair they might appreciate an offer of assistance to get them out or put them away.

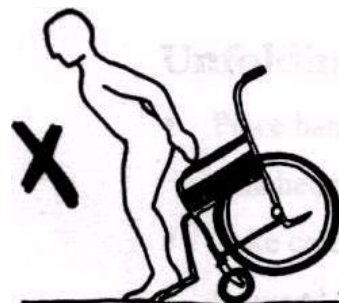
Brakes on Wheelchair

Do not rely on the wheelchair's brakes. They wear easily and can be out of alignment. Whenever possible, block the chair so that it will not move or tip when the Service Users is standing up, sitting down or transferring to or from the chair.

If you are not helping the Service Users into or out of the chair, maintain a firm hold on the handles. Make sure that the rubber grips are on the handles firmly.

Standing up

- Lock the brakes and fold footplates up
- Get the Service User to move to the edge of the wheelchair and place their feet on the ground
- Push down on the armrests to help stand



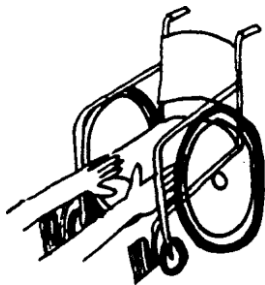
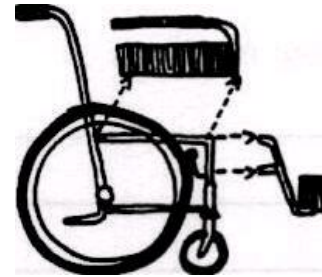
Storage and Transport Folding

- Fold the footplates up
- pull the middle of the seat up with both hands



Lifting a wheelchair into a car

- Ask someone to help you lift the wheelchair into and out of the car
- Wheel chair to back of car
- Remove arm & footrests
- Fold chair by lifting centre of the seat
- Lift using correct techniques
- Lift the wheelchair by its frame



Unfolding

Place hands flat and push out on the bars attached to the seat
Take care not to place your hands between the seat and arms of the chair nor by its wheels

Assisting people using wheelchairs with steps

It is unfortunately common for Service Users who use wheelchairs to require assistance up or down a number of steps. Where no ramps, lifts or other accessibility arrangements exist, this task can seldom be accomplished by Team Members without considerable care and planning. Even where a Team Members may have the physical strength and agility to successfully assist a person using a wheelchair up or down a number of steps, there is rarely any margin for error and always a great deal of risk involved.

To ensure the safety of Service Users, Team Members:

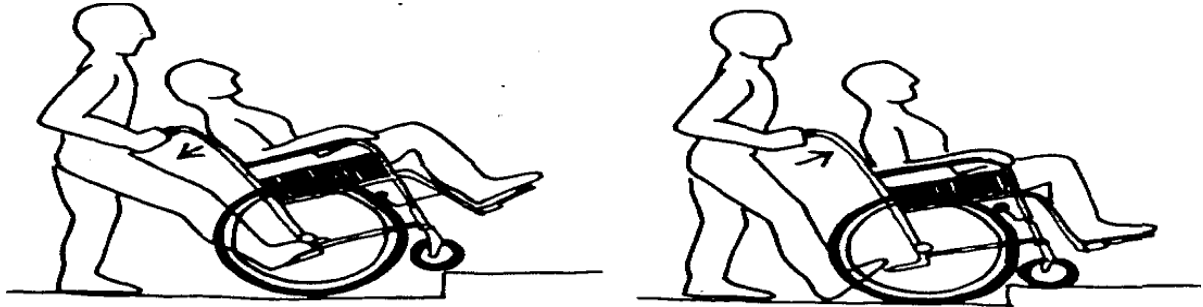
- **No Team Members shall attempt to provide assistance to a person using a wheelchair to negotiate any more than two steps (up or down) at any one time where there is no level resting area in between.**
- Where Service Users who use wheelchairs require assistance to negotiate more than two steps (up or down) the Manager or nominated Team Member shall ensure:
 - appropriately trained Team Members equipped with suitable specialist equipment are obtained, subject to resources available to the service, to assist the Service User, and/or
 - Other agencies (eg. Home Modifications) are contacted to overcome the problem.

Place yourself on the downhill side of the chair when going up or down kerb, single steps or ramps. Never attempt to lift a chair by the wheels or the arm rests.

Going up a step –Forwards

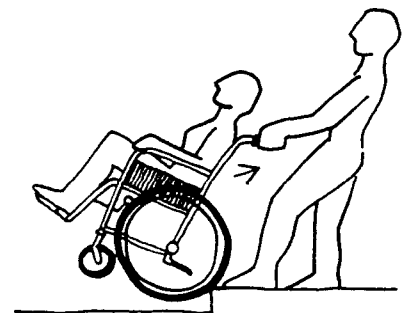
- See that the person is comfortable
- Make sure that the brakes of the chair are "off"
- Take a firm stance

- Tip chair back and balance weight on back wheels
- Tip chair back so front wheels clear step
- Put front wheels down on top of step
- Push steadily and firmly - large wheels will ride up step
- Ensure chair is safely on flat surface



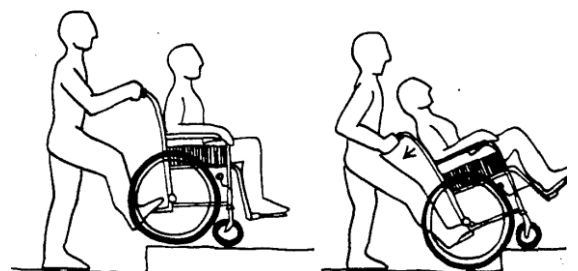
Going Up a Step - Backwards

- See that the person is comfortable
- Reverse chair with back to step
- Make sure that the brakes of the chair are "off"
- Take a firm stance
- Tip chair back and balance weight on back wheels
- Pull steadily, don't jerk
- Guide the large rear wheels up the step
- Gently lower the small casters to the ground. Keeping your foot on the tilt bar can assist in gently lowering the wheelchair.



Going Down a step

- Grasp handgrips
- Move the wheelchair near the edge of the step (facing as illustrated) and
- Gently Guide the large rear wheels down the step
- Gently lower the small casters to the ground.
- Keeping your foot on the tilt bar can assist in gently lowering the wheelchair



DON'T try to take a wheelchair down a flight of stairs. This would not be accepted as reasonable care.

Correct Lifting Technique

Investigations show that while younger people can often use "brute force" methods without apparent injury, injury will certainly follow in later years if they persist in using wrong methods.

The tone of the muscles, particularly in the back, is gradually lost as people age and strains often occur when muscles which normally get very little use are called upon for supporting, pushing or lifting wheelchairs.

People over 45 years of age are susceptible to strained back and hernias because of the changes in physical condition that occur at this age. When stooping to lift, there is considerable pressure increase within the abdomen which can lead to ruptures. Constant strain or incorrect use of muscles over a period of time lifting wheelchairs, results in the muscles losing their elasticity, and injury may result at a later stage even though there is no great exertion at the time.

Lifting

- Position feet for correct balance (about shoulder width apart)
- Obtain a proper hold on the object.
- Keep the arms close to the body.
- Raise the head, chin in, to straighten spine.
- Lift with leg muscles, and use body weight to avoid muscular strain.

Pushing or Pulling

The same free-flowing movements must be used when moving objects or people along a level plane. When pushing a wheelchair, the arms should be straight. The push starts with the feet by putting one foot forward and transferring the weight of the body from the rear foot to the front foot. The greater the bodyweight, the greater the thrust of the push. Greater thrust can be achieved by bending the front knee as the weight is transferred from the back foot.

HAZARDOUS SUBSTANCES

You will receive training on the use of hazardous substances. Any hazardous substance you use in course of your work will have a Safety Data Sheet and this must be read prior to using the substance. If you identify a hazardous substance that does not have a Safety Data Sheet please notify management and complete a Hazard Identification Form.

OUTDOORS

It is well known that Australia has one of the highest incidences of skin cancer in the world. The vast majority of skin cancers are caused by exposure to solar UV radiation.

Damage from solar UV radiation is cumulative. That is, it builds up over a long period of time. Some factors that increase the risk of developing skin cancer are:

- The amount of sun exposure as a child
- The amount of participation in outdoor activities
- The distance from the equator
- Height above sea level (UV rays increase the further above sea level you go)

- Time of day exposed to the sun (about 60% of the UV radiation responsible for skin cancer is received between 10am and 2pm)
- Complexion (people with fair skin, freckles and blue eyes who burn easily and tan poorly are the highest risk group)
- Previous skin cancer

Solar UV radiation causes damage at two main sites - the skin and the eyes. The main effects are, sunburn, sunspots, different types of skin cancers, short and long term eye damage.

Exposure assessment

When assessing the risk that workers face because of solar UV radiation, there are several factors that will need to be taken into account. These include:

- The jobs or tasks (including breaks) that involve exposure to the sun
- The time of day that the exposure occurs
- The frequency of exposure
- The amount of shade available
- The feasibility of creating artificial shade
- The presence of reflective surfaces such as water, glass, sand or roofing and
- The feasibility of rescheduling jobs so they are not done between 10am and 2pm.

Control Measures

It is very easy to identify the source of the radiation (the sun) but impossible to eliminate or to substitute it for a safer alternative. Sunlight cannot be isolated or contained, so alternative engineering controls must be found. For solar UV radiation, the emphasis should be on using shade as an engineering control and on administrative and procedural measures to reduce exposure. These can be supplemented by using PPE such as hats, clothing, sunglasses and sunscreens. A combination of control methods will provide the best protection.

Hats and sunglasses

Hats provide shade. The bigger the brim, the more shade. Foreign legion style caps with loose flaps to protect the neck and ears are also effective. However hats with wide brims will not protect against UV solar radiation reflected from surfaces such as sand, roofs, water and so on.

Sunglasses help to protect the eyes by screening the sun's rays. Australian Standard 1067: Sunglasses and spectacles give specification for these.

Sunscreens

Adequate supplies of sunscreen should be provided by employers for workers who spend time in the sun. There are many different types of sunscreens. They provide different degrees of protection. Broad spectrum sunscreens protect against UV-A rays and UV-B rays (UV-A rays cause tanning, aging and worsen the effect of UV-B exposure. UV-B rays do the same damage as UV-A rays, but also cause cancer).

The sun protection factor (SPF) (up to 30+) is worked out based on the fact that average, unprotected skin takes about 10 minutes to start to burn. The SPF is a multiplication of this. So, in theory, if you use a SPF 15+ you can stay out for 150 minutes before you start to burn (i.e. 10 minutes x 15). The higher SPF sunscreens do not block more rays, they protect for longer. This is why SPF 30+ is recommended - it lasts longer and does not need to be reapplied so often.

Sunscreen should be reapplied regularly, especially if you are sweating.

SECURITY IN THE WORKPLACE

The Office and other work sites are fitted with a front door bell. Front and side doors are to be locked outside normal working hours or when a worker is working alone. All Team Members should be aware of the following security precautions. Security measures include:

- Whenever possible Team Members will not work alone.
- Where Team Members are required to work alone, adequate security measures will be put in place.
- Wherever possible all doors will be locked while working inside the premises.
- Emergency information will be posted clearly
- All windows will have a closed and open lockable position.
- Where possible workers will avoid working, re-entering or leaving work places after dark.
- Wherever possible, sensor lights and lighting will be provided in car parks and cars will be parked near lighting.
- A mobile phone is to be carried by Team Members when in the community
- After hours - groups will leave the building and the car park together

Identification & Uniforms

All Team Members must wear their Identification and/or Uniform at all times when on duty.

Keys

All keys allocated are to be recorded on a key register which lists when the key was issued, who has the key, and what it was to and date of return.

The number of keys allocated will be kept to a minimum. All keys must be returned by Team Members leaving the organisation. All keys will be kept in a secure place in the building.

Vehicle keys are kept in the Coordinators' office, in a key cupboard. Persons accepting a key are responsible for returning it to the key cupboard as soon as its use is completed. No key is to be duplicated without permission by the Manager and this action is seen as an offence and may lead to dismissal. Keys are to be handled with great care and are not to be lent or shared. The holder is responsible for the key at all times. Lost keys must be reported immediately. All key holders must be noted on the Key Register.

When taking a vehicle key from the key cabinet, Team members should place their name tag (hanging next to the whiteboard) on the hook for the corresponding vehicle key).

When returning the vehicle key, remove your name tag from the key hook for the corresponding vehicle and replace the key in the key cupboard and return your name tag to the hook next to your name on the whiteboard.

Cash and Valuables handling

All cash and valuables are to be kept to a minimum at all Service sites. A folder is kept in a filing cabinet for all monies of the organisation and should be locked after each occasion of use. The location can be obtained by the Services Coordinators and/or the Manager. All Team Members are discouraged from bringing large amounts of cash and valuables to the Service. In order to prevent build-up of cash on premises, frequent random bank deposits will be made. The procedures for cash transfer will be constantly changed including changing routes, times, schedules, Team Members doing the banking, the amounts transferred and the vehicle used for the transfer. Cash will be counted in a secure room and Team Members will ensure they are out of sight from those passing by when counting money. Cash for banking will not be taken home by any service Team Members. If cash is to be held overnight, it will be secured at the office in a locked filing cabinet.

Lone Driving

Team Members required to drive alone in the course of their work, especially in rural areas or where they are required to drive lengthy distances, wherever possible will be issued with a mobile phone.

All Service vehicles will be serviced on a regular basis to minimise risk of breakdown.

Team Members Phone Numbers

No Team Members will give out their home phone numbers to any Service Users.

Violence or Abuse

For the purpose of these guidelines Aggression/Violence includes verbal and emotional threats and physical attack to an individual's person or property by another individual or group including:

- Verbal abuse in person or over the phone
- Threats of a sexual nature
- Threats of violence
- "Ganging up" by a group over an individual
- Physical or sexual assault
- fear from damage to physical environment
- assault and battery; where physical contact and /or minor injuries occur, requiring only First Aid treatment
- threats with an offensive weapon without physical injury

- aggravated assault requiring medical assistance
- serious injury and/or death, assault with an offensive weapon requiring medical assistance
- implied aggression

The Service will not tolerate aggressive/violent behaviour from anyone. On commencement of service with the Service orientation includes the Code of Behaviour that must be followed by all Team Members.

The Manager and Team Members will receive training in how to recognise the possibility of violence occurring and how to respond in the event of verbal and physical attack including:

- recognising the potential for violent or aggressive behaviour
- defusing situations
- looking after yourself
- aggression management

Team Members who feel threatened in any way should, if at all possible, remove themselves from the situation immediately and notify their supervisor. If this is not possible or the Team Member feels that they are still at risk should notify the police immediately and let them handle the situation. Team Members should not put themselves in danger.

Team Members should understand that they are not to tolerate aggressive/violent behaviour from Service Users, Team Members or other volunteers. The Service will support Team Members who do not tolerate aggressive/violent behaviour and ensure action will be taken accordingly. If Team Members are exposed to abusive behaviour, they should complete an Accident/Injury/Incident Report and refer the matter to their immediate supervisor and/or the Manager and/or the Chairperson of the Committee (whichever is more appropriate)

Identifying the Potential for Violence

The Service will identify where violence may occur and the impact it may have within the Services. In order to achieve this, Team Members are required to carry out and participate in any audits that address security and safety issues. The Potential for violence is a Risk and as such should be reported on an Accident/Injury/Incident Report Form.

When identifying potential aggressive behaviour the following may be helpful to consider:

- The Service User care plan and the Service User review process to include any violent or aggressive behaviour and incidents with strategies to address.
- Day-to-day observation of Service Users and feedback through Team Members meetings and communication with carers.
- Review existing records of all major and minor violent incidents, actual or implied.
- Has each incident been checked against previous incidents to establish whether there is a trend?

- If the point at which the procedures failed can be identified, it can be reviewed, added to the checklist and reinforced through training and Team Members meetings.

Service User Assessment & Conduct

In order to minimise the risks of violence, all Team Members need to know whom they are dealing with and are required to let Service Users know exactly what is expected of them.

All Team Members are therefore required to:

- Make admission criteria clear to Service Users during the initial assessment interview. This will include information regarding Service Users who display violent or aggressive behaviour as per service assessment & special needs procedures.
- An appropriate care plan will be developed
- Following any aggressive incident the Service User care plan will be updated and reviewed

The individual may be refused service, based on the information already received (by referral) if the Service does not have the appropriate resources to safely manage violent or aggressive behaviour

Home Visits

If Team Members are to visit a Service Users home for any reason as much information as possible about the person regarding their potential for violent or aggressive behaviour should be obtained. In the event where an individual has a potential for violent or aggressive behaviour then one of two decisions must be made:

- the individual will be refused service based on the information already received; or
- An initial assessment will be conducted to verify the information. This initial assessment must be conducted with two Service Team Members present and the following procedures strictly adhered to.

Team Members conducting assessments in the Service User's home must leave the address of where they are going with expected arrival and return times, with an appropriate person who is:

- Available during all working hours
- Able to monitor your departure and return times, and
- Is able to respond appropriately in the event that you do not meet those expected times

The "appropriate person" will be nominated at the time. If Team Members are working alone an "appropriate person" may include other community service groups or the police. The "appropriate Team Members" must be aware of movement of Team Member/volunteer being supported. All Team Members who work alone must carry a mobile phone.

On arrival at a Service User's home or at a place that the Team Members is unfamiliar with, the Team Members should take a look around to establish exit points and any potential dangers. If at all possible there should be two exits from rooms where visits or interviews are being conducted.

In the event where Team Members are conducting an interview or are on a home visit and they are concerned for their welfare, they should cease what they are doing immediately and leave the premises.

If there is a serious threat, call the police and let them handle the situation. Team Members, under no circumstances are to put themselves in danger.

If the expected return time is exceeded then the Team Member must contact the appropriate person and set a new return time.

If a Team Member is more than half an hour late and cannot be contacted, the police will be notified immediately.

During the assessment Team Members will make the Service Users Rights and Responsibilities clear by providing written and verbal information including:

- Service Users to act in a manner which respects the rights of other Service Users, volunteers and Team Members
- Service Users are to play their part in helping the Service provide them with assistance
- Outline the consequences of failure to comply with their responsibilities (i.e., exclusion from The Service)

Verify all information received during the interview, wherever possible, prior to accepting the person as a Service User of the Service. In addition, all Team Members involved in the initial assessment of Service Users must be appropriately trained.

Dealing with Violence

In the event of an episode of aggression/violence Team Members are required to:

- Remain calm and continue to communicate with the person, providing explanation and reassurance
- Assess their capacity to manage the episode and excuse themselves from further involvement if they believe they are unable to maintain self control
- Seek immediate assistance;
- Remove themselves, other Service Users, carers and visitors from immediate danger;
- Escort the person as soon as practicable, to a low stimulus area.
- Complete and Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours)

Verbal Threats

Volunteers who are being verbally attacked should:

- Remain calm and continue to communicate with the person, providing explanation and reassurance that you are going to leave
- Leave the situation and report to Team Members immediately
- Complete and Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours)

All Team Members who are verbally attacked should:

- Remain calm and continue to communicate with the person, providing explanation and reassurance that you are going to leave
- Assess the emotional/mental state of Service User i.e. frustrated, disturbed, under the influence of drugs or alcohol.
- Try to accommodate their needs.
- Assess the potential for the situation to become physically violent.
- Seek the presence of another Team Member if able.
- Complete and Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours)

Physical Violence

When confronted by violent behaviour:

- Remain calm and continue to communicate with the person, providing explanation and reassurance that you are going to leave
- Do not attempt to physically stop them by stepping in between them and the property they are attacking
- Do not attempt to restrain a Service User unless it is a life threatening situation and there are no other options
- Ensure that you remain calm and use pacifying words and body language;
- Call the police and leave if all attempts to diffuse the violence have failed and there is a real threat of physical damage or lives are at risk.
- Complete and Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours)

Remember that if at any point an individual is concerned for their safety they must leave immediately

If the aggressive/violent behaviours of a Service User or their family member/ person responsible poses continued risk to the safety of Team Members, and that risk cannot be managed, the Service may cease to provide service and refer the person to more appropriate services.

The Service places a high priority on support after an aggressive/violent incident and will follow the Emergency & Critical Incident Action Plan and following an episode of aggressive/violent behaviour Team Members or other Service Users who have been involved, or have witnessed the incident(s), will be provided with debriefing and counselling as soon as practicable.

The Manager will be responsible for reviewing all incidents of aggressive/violent behaviour.

No Team Members, whether they are the Manager, Team Members or volunteers are expected to be able to physically defend themselves against a violent physical attack, although they are allowed to use a reasonable level force to protect themselves.

An Accident/Injury/Incident Report must be completed after any aggression/violence in the workplace.

Selection & screening

The Service conducts criminal record checks for all Team Members. The checks will be conducted in respect to sexual offences, serious offences involving threat or injury to another person and other serious offences relevant to the duties of the position.

DRIVING

Under no circumstances is a Team Member to drive, or permit another person to drive, any Service vehicle if the person involved:

- Does not hold a valid NSW Drivers Licence for the type of vehicle concerned;
- Has been refused motor vehicle insurance or continuance thereof by an insurer;
- Is under the influence of any drug known to affect driving ability, intoxicating liquor or in whose blood the percentage of alcohol is in excess of the level prescribed by the Services policy and NSW law.

Any breach can void indemnity otherwise granted by insurers and render the responsible Driver personally liable for any damages sustained.

Team Members will always carry their driver's licence, and where necessary Driver Authority, when driving a Service's vehicle and have a copy of their licence placed on their personal file.

Team Members will be expected to drive Service vehicles in a safe and reasonable manner, taking account of the needs of their Service Users. Where there is concern about either a Team Member's health or ability to drive safely, he or she may be required to undergo specific professional driver training.

Team Members are not permitted to use hand held mobile phones whilst driving. Use of hands-free mobile phone facilities is permitted only if absolutely necessary.

Drivers and Service Users are not permitted to smoke in Service vehicles.

Drivers are required to comply with the provision of all relevant legislation concerning the driving of vehicles. Fines and penalties for all breaches shall be paid for by the Driver of the vehicle. If a penalty notice is received by the Service it will be forwarded to the relevant Team Member.

All Service vehicles are to be kept in good order, as per the service manual and conditions at all times. Vehicles are to be regularly washed and vacuumed. They are to be serviced by an authorised dealer.

The Service Coordinator will be responsible for ensuring that Service vehicles are adequately maintained. All Service owned vehicles will be covered by the NRMA emergency breakdown service.

Emergency, Critical Incidents & Evacuation

The Service has comprehensive Emergency & Critical Incident Management Procedures. Team Members should make themselves aware of the procedures and the Emergency/Critical Incident Action Plan.

There is an Emergency Folder in the Office that will be used in an Emergency situation. There is also an Emergency Folder in each vehicle.