



Caring Support @ Home Worker Handbook

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1 ABOUT CARING SUPPORT @ HOME

1.1 OUR VISION

Our vision for Caring Support @ Home is to be a quality provider of care and services that are tailored to the individual and recognise what is important to them, including the role of loved ones. We support people to live independently for as long as they can and choose to do so, and we endeavour to provide a continuum of care and support when a person can no longer live independently.

1.2 OUR OBJECTIVES

Our objectives are to:

- Celebrate the diversity of all Participants and their families and loved ones
- Partner with Participants in the provision of safe and quality care that supports and meets their needs and preferences
- Support frail, older people to stay living in their community, in their own home
- Support people to participate in the community to the extent they want to
- Support family or other primary care givers in their role and

- Partner with Participants and our workers to provide Participant-centered, effective, efficient and accountable care and support services that achieve the outcomes for Participants specified in the Aged Care Quality Standards (See [Participants Are Partners](#) procedure).

1.3 OUR PHILOSOPHY

Caring Support @ Home believe in the right of people to:

- Be valued as individuals and make informed choices about their life, where they live and their care
- Maintain their independence
- Be treated with dignity and respect, and to have their privacy and confidentiality respected
- Access services on a non-discriminatory basis
- Receive accountable and responsive services
- Provide equal access to all people regardless of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, inability to pay or circumstances of their carer

All other things being equal, priority access to services is given to people with special needs. (See [Participant Specific Needs and Diversity](#) procedure).

1.4 MANAGEMENT

1.4.1 THE BOARD OF MANAGEMENT

Caring Support @ Home was established in 2011 and is managed by the Caring Support @ Home Board of Management.

The Board sets the direction and strategic priorities for Caring Support @ Home, oversees the financial management, ensures the efficient and effective operation of the organisation as guided by the organisation's management team and leads and sets the culture of the organisation.

The Board is responsible for ensuring Caring Support @ Home operates within its approved budget and in accordance with the policies and procedures set down by the Board and is accountable for the provision of safe and quality services.

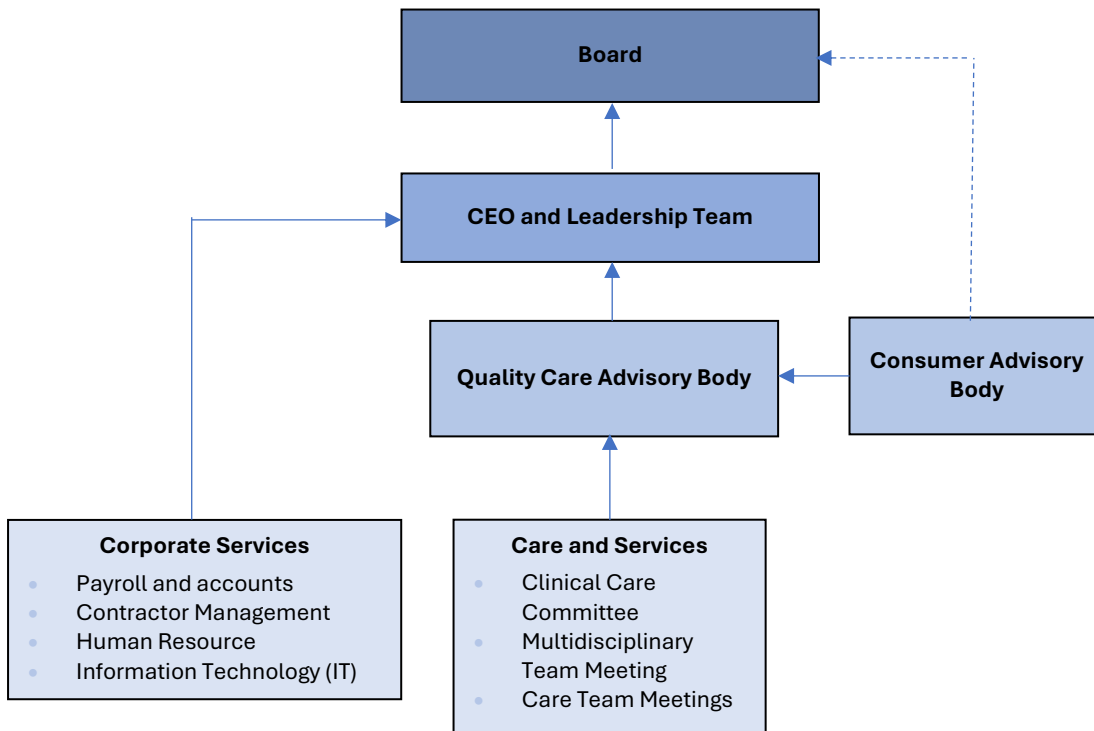
1.4.2 THE CHIEF EXECUTIVE OFFICER (CEO)

The CEO is responsible for the day-to-day management of the service and reports to the Board. The CEO is available on site from Monday to Friday during office hours and is contactable after hours in the event of an emergency. If you need to speak with the CEO, please arrange an appointment through the administration desk.

1.4.3 ORGANISATION STRUCTURE

Figure 1: Governance Structure shows the decision-making process in Caring Support @ Home. Figure 2 (over the page) shows the day-to-day management process and lines of responsibility.

Figure 1: Governance Structure

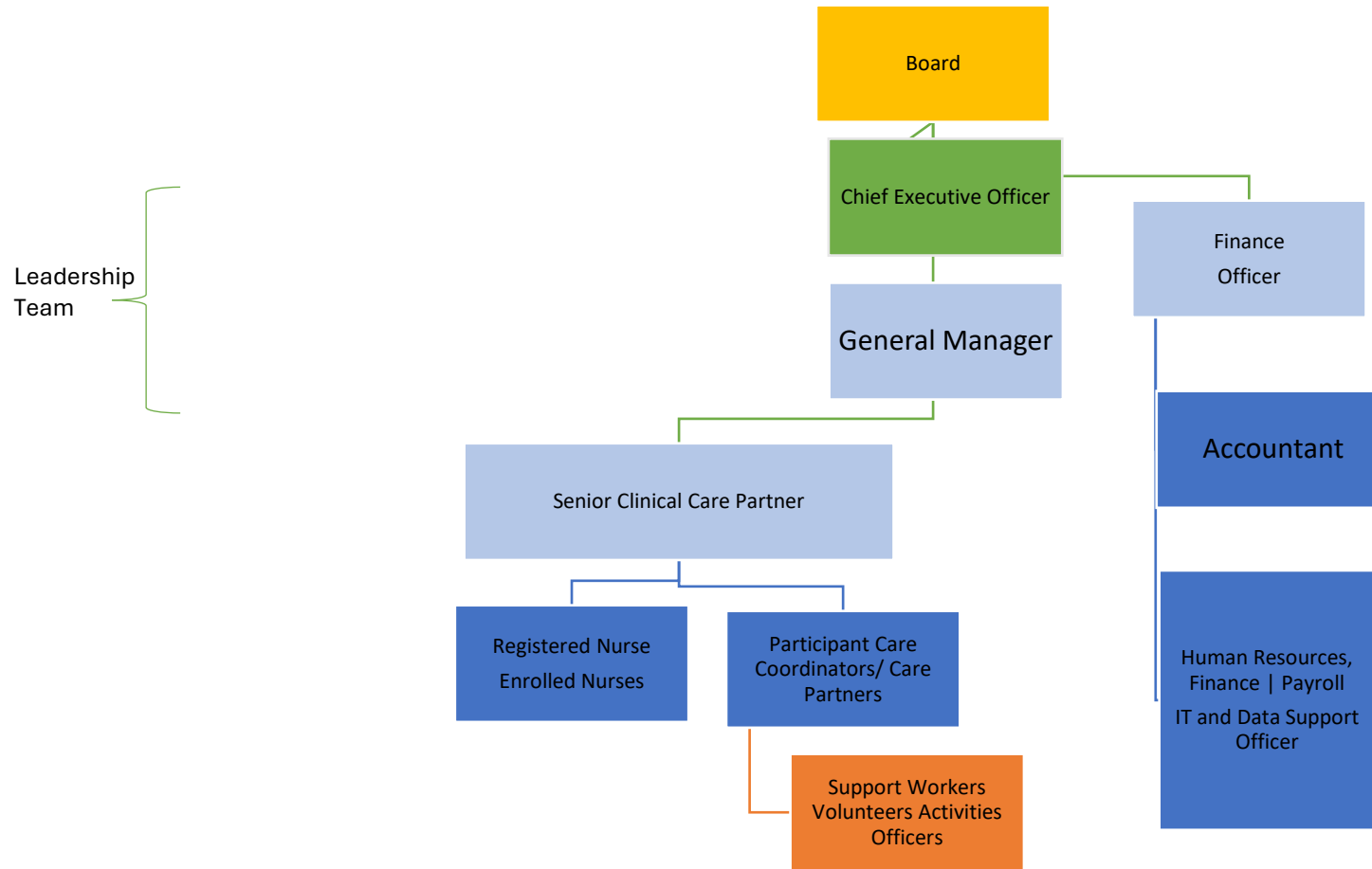


1.4.4 ADVISORY GROUPS

Caring Support @ Home is committed to ensuring input from Participants and their representatives. To this end we have established the following Advisory groups:

- The Consumer Advisory Body comprises Participants who meet two to four times a year and provide advice to the Board

Figure 2: Management Structure



1.5 POLICIES AND PROCEDURES

Caring Support @ Home has comprehensive Policies and Procedures covering all aspects of our operations. These are accessible as read-only documents to all workers who have access to our IT system. These available through a shortcut on the workers' computer terminals or through the administration desk. If you need help with accessing these, please contact the administration desk.

We will familiarise you with Policies and Procedures applicable to your position during your orientations session/s. You are expected to further familiarise yourself with relevant Policies and Procedures on an ongoing basis.

1.6 INFORMATION TECHNOLOGY AND CYBER SECURITY

The following provisions apply:

1.6.1 EMAILS

- Workers may send and receive minimal personal emails
- All work-related emails are filed in the appropriate folders set up by the system administrators. Emails documenting service feedback and information relevant to the operation of Caring Support @ Home are forwarded to the relevant Manager
- Pornographic, sex related, or other junk email is deleted without viewing it. Under no circumstances are workers to respond to it.

1.6.2 INTERNET ACCESS

- Internet access is restricted to work related purposes and is monitored and audited.

1.6.3 SOCIAL MEDIA

We are aware that social media (social networking sites such as Facebook, X, etc., video and photo sharing sites, blogs, forums, discussion boards and websites) promote communication and information sharing. Workers who work in Caring Support @ Home are required to ensure the privacy and confidentiality of the organisation's information and the privacy and confidentiality of Participant information and must not access inappropriate information or share any information related to their work through social media sites. Workers are required to seek clarification from their supervisor if in doubt about what is information related to their work.

Participant consent is required before any photographs, names or other information are published to social media or any other forum outside of the organisational use of this information.

1.6.4 GETTING HELP AND REPORTING PROBLEMS

If a worker experiences any problems with a program or computer or other piece of equipment, they can in the first instance contact the Administration Team. If necessary, the Administration Team arranges for the IT and Data Support Officer to assist.

1.6.5 MANAGING CYBER INCIDENTS

The primary cyber security threat relevant to Caring Support @ Home involves data breaches that compromise Participants, workers, or business information. The Manager Corporate Services is responsible for overseeing all cyber incidents in consultation with the IT and Data Support Officer.

If you become aware of or think there may be a cyber threat, please report it to your supervisor immediately (See below 1.6.7 Contain). It is far better to support a suspected threat that has not materialised than not to support one which may materialise.

1.6.6 PREVENTATIVE ACTIONS

- All workers are responsible for minimising the chances of a data breach occurring
- Workers are required to take particular care of any documents or devices, such as phones or laptops, that connect to or contain information related to Participants or Caring Support @ Home
- Workers are advised never to share or write down passwords or to enter passwords while being filmed or closely observed
- Workers are advised to report any circumstance where Participant information could be compromised
- In the event that a device or document is lost it must be reported immediately it is known to be lost to a supervisor or IT and Data Support Officer
- Dispose of any documents containing sensitive information in an appropriate manner.

1.6.7 CONTAIN

In the event of a suspected data breach, workers follow procedures detailed below:

- The first worker becoming aware of a suspected breach should:
 - Advise their immediate supervisor or Manager Corporate Services or the IT officer or a member of the leadership team
 - Record evidence or document the breach/ suspected breach
 - Consider any immediate action they could take that could mitigate the damage or chance of a suspected breach occurring
 - Complete an **Incident Report** with a **Data Breach Report** attached describing the breach including all relevant details, time of discovery, how it was discovered, the nature of the data involved, and any action taken.

(See 1.6 [Information Technology and Cyber Security](#)/ Data Breach Response Plan for further details).

2 PARTICIPANTS

2.1 PARTNERING WITH PARTICIPANTS

Caring Support @ Home respect the role of Participants as meaningful and active partners in informing organisational priorities, continuous improvement, the provision of high-quality care and services and fostering greater Participant choice and control. (See [Participants Are Partners](#))

2.2 STATEMENTS OF RIGHTS AND PRINCIPLES FOR PARTICIPANTS¹

In working to achieve our vision and objectives, Caring Support @ Home remain aware of the Aged Care Act 2024 Statements of Rights and Principles.

¹ Australian Government Federal Register of Legislation [Aged Care Act 2024](#) Part 3—Aged care rights and principles Division 1- Aged care rights 23 Statement of Rights p 48. Division 2-Aged care principles 25 Statement of Principles p 52. A copy of the Aged Care Act is available for loan from Reception. Detailed information on Participant rights and principles is included here.

2.2.1 STATEMENT OF RIGHTS

Participants have the right to:

- Independence, autonomy, empowerment and freedom of choice
- Equitable access
- Quality and safe, funded aged care services
- Respect for privacy and information
- Person-centred communication and ability to raise issues without reprisal
- Advocates, significant persons and social connections.

2.2.2 STATEMENT OF PRINCIPLES

The principles include:

- A person-centred aged care system
- An aged care system that values workers and carers
- A transparent and sustainable aged care system that represents value for money
- An aged care system that continues to improve.

For more detail on these principles see 2.2.2 Statement of Principles.

2.3 PRIVACY & CONFIDENTIALITY

As a worker, you are entrusted with sensitive personal information about the Participants we support. It is essential that you always understand and uphold our privacy obligations. These include:

- **Confidentiality:** All Participant information is confidential. You must not disclose any personal details to others without the Participant's written consent, unless:
 - there is a serious threat to the Participant's safety, and they are unable to provide consent
 - the disclosure is directly related to the provision of aged care services by us or another provider
 - the information is used only for the purpose for which it was originally provided by or on behalf of the Participant
 - for the purpose of complying with an obligation under the Aged Care Act 2024, the Aged Care (Consequential and Transitional Provisions) Act 2024 or any of the Aged Care Principles²
- **Manager Authorisation:** Any sharing of information with individuals or organisations outside our service must be authorised by the relevant Manager
- **Need-to-Know Basis:** Do not discuss Participants or their support needs with anyone who is not directly involved in their care. This includes casual conversations, social media, and any other informal settings
- **Respect for Colleagues:** This commitment to privacy also applies to information about your colleagues. Personal or professional details about other workers must not be shared without their consent, unless required for operational or legal reasons.

Your Responsibilities:

- Always seek guidance if you're unsure whether information can be shared

² Australian Government Federal Register of Legislation [Aged Care Act 2024](#) Part 3—Aged care rights and principles Division 2-Aged care principles 25 Statement of Principles p 53

- Report any suspected breaches of privacy to your Manager immediately
- Respect the dignity and privacy of every Participant in all interactions.

In addition to general privacy obligations, workers must follow strict protocols when handling medical records accessed through the **My Health Record system**. See [My Health Record Security and Access](#) procedure.

For more detailed information see the [Privacy and Confidentiality](#) procedure.

2.4 COMPLAINTS AND FEEDBACK

2.4.1 PARTICIPANTS

Caring Support @ Home is committed to fostering a culture where Participants, their supporters and other related people feel safe and are encouraged and supported to raise complaints or provide feedback about our services without fear of retaliation or discrimination.

As workers, you are most likely to first become aware of Participants or supporters having issues or concerns with the services we provide. Because Participant feedback is very important to us, we ask you to help communicate this importance to Participants and encourage them and their supporters to express any issues or suggestions for improvement.

If a Participant prefers not to raise an issue or suggestion formally, you should record their informal feedback on a **Tell Us What You Think** form (Participant names are not reported) and forward it to your supervisor.

If a Participant or supporter wants to or is considering making a complaint they should be referred to a supervisor who will provide them with the Aged Care Quality and Safety Commission brochure; “[Do you have a concern?](#)”³ They are also offered our Complaint Form or a Tell Us What You Think form and are offered assistance to complete a form.

2.4.2 WORKERS

As with Participants, we value highly any complaints or feedback from workers. Options to provide feedback include:

- A verbal report to your supervisor who will complete a **Tell Us What You Think** form or a **Complaint Form** if appropriate
- You complete a complete a Tell Us What You Think form or a Complaint Form and forward it to your supervisor or another senior staff person. It is OK If you wish to remain anonymous
- Complaints and feedback can be given at any time, they may also be withdrawn at the complainant’s request⁴, unless doing so would conflict with our legal or regulatory obligations, such as mandatory reporting requirements or where the matter involves a breach of the law
- Withdrawal of a complaint or feedback is documented on the form, and for serious complaints, a signed statement confirming the withdrawal is requested.
- Workforce-related complaints (e.g. employment disputes or interpersonal issues) are managed under a separate Employer/Employee Dispute Procedure (See 3.15 Employer/ Employee Dispute Procedure below or the [Workforce Development](#)) procedure

³ Australian Government Aged Care Quality and Safety Commission [Do you have a concern or complaint?](#). Website Accessed November 2025

⁴ Ibid 165-15 1(c)

- Complaints related to serious concerns, such as suspected breaches of the Aged Care Act, unlawful conduct, or abuse or neglect of Participant may automatically qualify for protection under our Whistleblower Policy. Complaints that meet the criteria for a whistleblower disclosure may be treated as either a complaint or a whistleblower disclosure, depending on the complainant's preference. (See Whistleblowers below).

For more detailed information see the [Complaints and Feedback](#) procedure.

2.5 ABUSE AND NEGLECT

Participants have the right to safe and high-quality care and services, the right to be treated with dignity and respect, and the right to live without abuse and neglect.⁵ Caring Support @ Home is responsible for providing facilities and services for Participants, workers and others that are free from abuse and neglect. All instances of abuse and neglect of Participants are reported to the Aged Care Quality and Safety Commission in line with the Serious Incident Response Scheme.

2.5.1 UNDERSTANDING ABUSE AND NEGLECT

Elder abuse is a single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person. Elder abuse can take various forms including financial, physical, psychological, emotional and sexual abuse or neglect.

Some examples of what is considered neglect and what is not considered neglect in home care are detailed below. Neglect Includes:⁶

- Where a worker does not arrive to provide care and services, resulting in harm and/or discomfort to the Participant, e.g. where:
 - a worker does not arrive to assist a Participant into bed, so the Participant remains in their wheelchair all night
 - a provider fails to deliver meals to the Participant, resulting in the Participant going hungry
 - a worker providing assistance with hygiene and toileting does not arrive to change a Participant's continence aids resulting in emotional distress to the Participant.

Neglect does **not** include:

- An isolated incident of late or missed medications, where the provider is responsible for assisting the Participant to administer medications and there is no harm and/or discomfort caused (or could reasonably have been expected to have been caused) to the Participant.
- Rapid weight loss as a result of disease, where the provider is responsible for delivering meals and all reasonable efforts are made to ensure the Participant is receiving adequate nutrition.
- Where a Participant has made an informed choice not to receive care and services in line with their assessed care needs.

More detailed examples are included in the [Abuse and Neglect](#) procedure.

2.5.2 RESPONDING TO AND REPORTING ABUSE AND NEGLECT

When abuse or neglect is witnessed or reported the following process is followed:

⁵ Australian Government Federal Register of Legislation [Aged Care Act 2024](#) Part 3—Aged care rights and principles Division 1- Aged care rights 23 Statement of Rights

⁶ Australian Government Aged Care Quality and Safety Commission [SIRS reportable incidents – Neglect](#) Last updated 5 November 2025 Website Accessed 13 November 2025

- Provide immediate care and emotional support to the Participant, with assistance from other workers if available
- Provide and/or arrange for required support and assistance including medical assistance and individual support
- Call the Police if appropriate
- Report the incident to a supervisor
- Record the details of what occurred, as follows:
 - the details of what the impacted person (or other person) has said, using their exact words if possible
 - be sure **not to** interview the person who allegedly committed the abuse. However, if a worker witnesses any abuse, they must record what they have seen and heard
 - record details of any witnesses
 - record what has been seen and any following actions
 - be sure not to include anything that was not directly heard or seen
 - be sure not to include opinions or interpretations
- An **Incident Report Form** is commenced
- The supervisor will assess whether the incident meets the criteria for a SIRS reportable incident (using the [Serious Incident Response Scheme decision support tool](#) if necessary). If reportable this is confirmed by a Senior Manager and the SIRS process is initiated (See [SIRS Management](#) procedure)
- The process of ongoing care and incident management is followed (See below 2.3.3 The Serious Incident Response Scheme (SIRS). See also [Incident Management](#) procedure)
- Participants are offered information on assistance/ resources (See Contacts for Elder Abuse below).

2.5.3 THE SERIOUS INCIDENT RESPONSE SCHEME (SIRS)

The Aged Care Quality and Safety Commission (ACQSC) introduced the Serious Incident Response Scheme for all aged care providers to:

- Prevent and manage incidents (focusing on the safety and wellbeing of older people)
- Use incident data to drive quality improvement, and
- Report serious incidents.⁷

Reportable incidents include:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Neglect
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion by a staff member
- Inappropriate use of restrictive practices
- Unexplained absence from care (missing Participants).

For more information see the [SIRS Management](#) procedure. A serious incident involving a worker may be classified as Serious Misconduct; see below 3.1.8 Serious Misconduct.

⁷ Australian Government Department of Health, Disability and Ageing Support at Home Program Manual A Guide for Registered Providers Version 4.0 September 2025, 3.4 Serious Incident Response Scheme

2.5.4 CONTACTS FOR ELDER ABUSE

If a worker or the Participant would like to talk to someone about potential, suspected or actual elder abuse of an aged care Participant, they can call the national 1800 ELDERHelp (1800 353 374) line. This service provides information on how to get help, and support and referrals to assist with potential or actual elder abuse

2.6 CONTINUOUS IMPROVEMENT

2.6.1 COMMITMENT TO CONTINUOUS IMPROVEMENT

The Board of Caring Support @ Home is committed to providing high quality services to our Participants. To accomplish this, we strive to continually improve our services: we seek the involvement of Participants and their families, workers, and key members of the community.

2.6.2 PARTICIPANT INPUT

Participant/representative input underpins our continuous improvement process. This includes

- Verbal feedback (recorded on a Tell Us What You Think form)
- Written feedback (Tell Us What You Think form and Participant Complaint Form)
- Feedback from meetings (morning teas, Participant Advisory body)
- Incident reports
- Surveys and audits (including home and facility safety audits).

2.6.3 WORKER INPUT

We encourage and support workers to provide feedback to us, negative and positive on any issues you may have as workers. To help us continuously improve all worker are encouraged to:

- Let us know of any ideas for improvement you might have (use the 'Tell Us What You Think' forms)
- Report immediately any required repairs (use a 'Maintenance Request' form)
- Report immediately any hazards (use the 'Hazard Report' forms)
- Forward any complaints or compliments made by a Participant or representative (use the 'Tell Us What You Think' forms)
- Report immediately any accidents or incidents (use the 'Incident Report' form)
- Participate in surveys, audits and questionnaires.

As well as using the "Tell Us What You Think Form" you can provide feedback verbally to any senior worker or you can raise issues in worker meetings. We are also happy to have anonymous input if you prefer. (See also Whistleblowers further on.)

2.7 AGED CARE PROVIDER REQUIREMENTS SEARCH TOOL

The Department of Health, Disability and Ageing provides an [Aged Care Requirements Search Tool](#) that assists in understand the requirements of registered aged care providers under the Aged Care Act and Rules.

All workers are encouraged to utilise it to familiarise themselves with the requirements for aged care providers.

3 WORKERS⁸

3.1 APPOINTMENT OF WORKERS

Newly appointed workers are provided with any forms they are required to complete prior to commencing work. On commencement of employment, you will be introduced to the service and key people. You will also complete a Worker Orientation session which may be conducted over one or more sessions. We will provide you with a copy of the **Worker Orientation Checklist** on your first day.

3.2 EQUAL EMPLOYMENT OPPORTUNITY AND ANTI-DISCRIMINATION

Equal opportunity principles are followed in all areas of worker management. Individuals are appointed based on their ability to meet criteria that are consistent with the role and position description. If at any time you feel you are being discriminated against, please talk to a senior staff member that you feel safe with. If you agree, they may escalate your issue to another appropriate senior staff person. You are welcome to have any other staff person in attendance.

3.3 CONDITIONS OF EMPLOYMENT

Workers are employed under the Award applicable to their position. Information regarding leave entitlements, rates of pay etc. can be found in the Award. A copy of applicable awards is available at reception.

3.4 FLEXIBLE WORKING ARRANGEMENTS

Caring Support @ Home has adopted flexible working arrangements as per the [Fair Work Ombudsman Flexible Working Arrangements](#)⁹. These can include:

- Flexible start and finish times
- Compressed hours (working more hours over fewer days)
- Changing from full-time to part-time or casual work
- Job sharing
- Flexible rostering
- Working from home or another location
- Unpaid leave
- Taking rostered days off as 2 half days
- Time off in lieu
- Flexitime (allowing employees to 'bank' extra hours which are then exchanged for time off)
- Gradual increase or decrease in work hours (for example, after parental leave, or as an employee transitions to retirement).

These arrangements are available to all staff subject to negotiation and the practicalities of their position.

Some workers do have a legal right to flexible work arrangements. You can obtain more information on this from your supervisor.

⁸ Refers to all paid workers and volunteers.

⁹ [Fair Work Ombudsman Flexible Working Arrangements Best Practice Guide](#) Last updated: October 2023. Website Accessed November 2025 p 3

3.5 POLICE CLEARANCE

All workers who are reasonably likely to have access to Participants, supervised or unsupervised, and volunteers who have unsupervised access to Participants, are required to provide a Police Certificate not more than three years old prior to their commencement of employment at Caring Support @ Home.

Where this is not possible and the circumstances are extenuating we may allow a person to start work prior to obtaining a police certificate. For more information see [Workforce Employment Checks](#) procedure.

Workers meet the cost of their police check.

3.6 SECONDARY EMPLOYMENT STATUS

You must inform us if you are employed by any other employer, engaged as an independent contractor with another organisation, or involved in self-employment. If changes in your secondary employment, contracting, or self-employment status impact your ability to work your agreed hours, we will review your ongoing employment.

You must advise us within 2 days of any change in your secondary employment status, including relevant details.

3.7 SUPPORTING THE WORKFORCE

If you have concerns about our workplace or require psychosocial support, you can speak to your supervisor or another senior staff person, lodge an incident or feedback form or access support from our Employee Assistance Program (EAP). We contract an EAP to provide workers with fee-free access to a confidential counselling service to support their psychosocial well-being in the workplace and in their personal lives.

Workers are also encouraged to participate in relevant team meetings to contribute to improving the workplace. Cooperation and communication between workers and management is essential in achieving a safe, healthy and satisfying working environment.

(See the [Workforce Development](#), [Workplace Administration](#) and [Workplace Bullying and Sexual Harassment](#) procedures).

3.8 WORKER PRESENTATION

3.8.1 UNIFORMS

A laundry allowance is paid to workers. You are required to always wear your uniform when on duty.

If a uniform is not available workers should wear neat clothes appropriate to the type of work and not offensive to the Participants. Jeans, tracksuit pants or tight leggings are not acceptable dress.

Please contact reception for ordering of uniforms when you first commence.

3.8.2 IDENTITY BADGES

Identity badges are not required to be worn while on duty. However, workers must present their badge to participants at the beginning of each shift to identify themselves.

If a badge is lost or damaged, it must be reported immediately so that a replacement can be arranged. Upon termination of employment, the badge must be returned to your supervisor.

3.8.3 OTHER REQUIREMENTS

Minimal jewellery is to be worn in the workplace. Acceptable jewellery includes ear studs or sleepers, a wedding band, wristwatch or pinned fob or nurses watch.

Hair must be tidy and tied back if longer than collar length.

3.9 TELEPHONE

3.9.1 TELEPHONE ETIQUETTE

When answering the telephone ensure you offer salutations, then announce to the caller “Caring Support @ Home” and identify yourself. Use a welcoming and cheerful tone.

If a person is not available to take the call personally, make a note of date and time of the call, the name of the caller, their contact number and a short message in the Message Book.

If an worker is reporting an absence from the workplace, make a note in the Message Book and advise their supervisor immediately by text message.

3.9.2 PERSONAL PHONE USE AND SOCIAL MEDIA POLICY

Using work time to make personal phone calls or using your phone during a shift (excluding break times) for any reason other than work purposes is strictly prohibited.

Social media use at work is also prohibited, including ‘friending’ clients or their families on any social platform. Photographing or recording video of Participants without their explicit permission is strictly forbidden. We encourage customers to report any such behaviour. This may result in disciplinary action.

3.10 ATTENDANCE AT WORK

3.10.1 SHIFTS

Employees are required to work according to the roster issued by the organisation. Rosters outline the date, time, and location of each shift.

Employees must:

- Review their roster regularly and notify the roster coordinator promptly if any discrepancies are identified.
- Attend shifts at the scheduled start time.
- Remain for the full duration of the shift unless otherwise approved by their supervisor.

Any changes to scheduled shifts must be approved by the roster coordinator or supervisor.

3.10.2 BREAKS

Employees are entitled to meal and rest breaks in accordance with applicable employment legislation, awards, or enterprise agreements.

Where shifts exceed the designated working hours requiring a break:

- A meal break must be taken at a reasonable time during the shift.
- Breaks should not disrupt the delivery of services to participants.

- Employees must ensure appropriate arrangements are in place before taking breaks to maintain participant safety and continuity of care.

Employees must not leave the workplace or participant unattended unless appropriate coverage has been arranged.

3.11 WORKER ABSENCE

You should contact coordination team as soon as possible via phone call or email if you are unable to attend work. An **Application for Leave** form must be completed.

3.11.1 MEDICAL CERTIFICATE

A medical certificate is required for sick leave for more than 2 days including if caring for another person and taking personal leave.

3.12 LEAVE

All worker's leave entitlements are determined by their Employment Contract. Any worker taking leave must complete an **Application for Leave** form. If the application form is not completed, payment for leave taken is not made.

The application must be completed and approved before annual leave, long service leave, or unpaid leave is taken. All leave must be approved, with consideration to ensuring adequate workers are available to deliver services. Leave utilisation is monitored to manage worker fatigue and wellbeing.

Types of Leave:

- Annual Leave
 - may be taken in weekly parts or as a single day in special circumstances
- Personal (Sick) & Carer's Leave
- Unpaid Carer's Leave
- Compassionate Leave
- Domestic Violence Leave
- Parental Leave
- Community Service Leave
- Public Holidays
- Unpaid Leave
- Long Service Leave.

For more detail see [Workplace Administration](#) procedure.

3.13 WORKPLACE ENVIRONMENT

3.13.1 SMOKING

Smoking is a health hazard and is actively discouraged in the workplace and surrounding areas.

Smoking is **not permitted** within the building or car parking areas. Participants may smoke in the outdoor areas. Afternoon and night worker breaks are paid time therefore workers are not permitted to leave the building unattended to smoke.

Workers may only smoke in their designated breaks. No additional 'smoke' breaks are allowed. All smoking paraphernalia must be cleared away and cigarette debris removed to a suitable rubbish receptacle.

3.13.2 CAR PARKING

All workers are to park in off street parking in front of and opposite participant's home.

3.13.3 NOISE

Workers are requested to keep all noise to a low level. Conversations, mobile phone ring tones and general background sounds are to be minimised. Workers must ensure the 'quiet environment' of our facility.

3.14 CODE OF CONDUCT FOR AGED CARE WORKERS AND VOLUNTEERS

Caring Support @ Home Code of Conduct

Workers (including volunteers) are required to sign a Code of Conduct for Workers and Volunteers form on commencement. Disciplinary action may be taken if workers do not abide by it.

Workers/volunteers agree to:

- Abide by the philosophy of Caring Support @ Home
- Observe all the rules of Caring Support @ Home including those specified in the constitution and any others determined by the Board
- Adhere to all the accounting procedures of Caring Support @ Home
- Work in a safe and competent manner in accordance with the policies and procedures of Caring Support @ Home
- Respect the dignity and culture, values and beliefs of all individuals
- Represent Caring Support @ Home in a positive way
- Wear suitable clothing including closed in shoes, clean and discrete shirt and trousers (or shorts)
- Not discuss confidential issues of Caring Support @ Home with people outside the organisation, regard all information provided to them by a Participant as confidential and never disclose personal information to a Participant
- Not take illegal drugs or consume alcohol when on duty or on the premises
- Not accept gifts or purchase any items from Participants
- Not harass in any form, or abuse physically, sexually or verbally, Participants, visitors, other workers or members of Caring Support @ Home
- Follow any grievance procedures set down by the Board to try to resolve any conflicts with other workers or members of Caring Support @ Home
- Not give advice to Participants or diagnose the condition of a Participant's health (except health promotion advice provided by a Registered Nurse). If requested by the family as to your thoughts regarding the condition of a Participant – refer them to their Medical Practitioner or hospital
- Advise the CEO of any conflict of interest that you may have in relation to your work.

Aged Care Code of Conduct

Workers and volunteers are required to comply with the 8 elements of the Aged Care Code of Conduct:¹⁰

1. Act with respect for individuals' rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions
2. Act in a way that treats individuals with dignity and respect, and values their diversity
3. Act with respect for the privacy of individuals
4. Deliver funded aged care services in a safe and competent manner, with care and skill
5. Act with integrity, honesty and transparency
6. Promptly take steps to raise and act on concerns about matters that may impact on the quality and safety of funded aged care services
7. Deliver funded aged care services free from all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct
8. Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct.

Failure to abide by the above rules may lead to dismissal by Caring Support @ Home and/or other action by the Aged Care Commission which could result in a Banning Order.

3.15 EMPLOYER/EMPLOYEE DISPUTE PROCEDURE

If a worker or volunteer has a grievance related to their employment or concerning another worker, the Fair Work Ombudsman Effective Dispute Resolution Process and Checklist is followed.¹¹

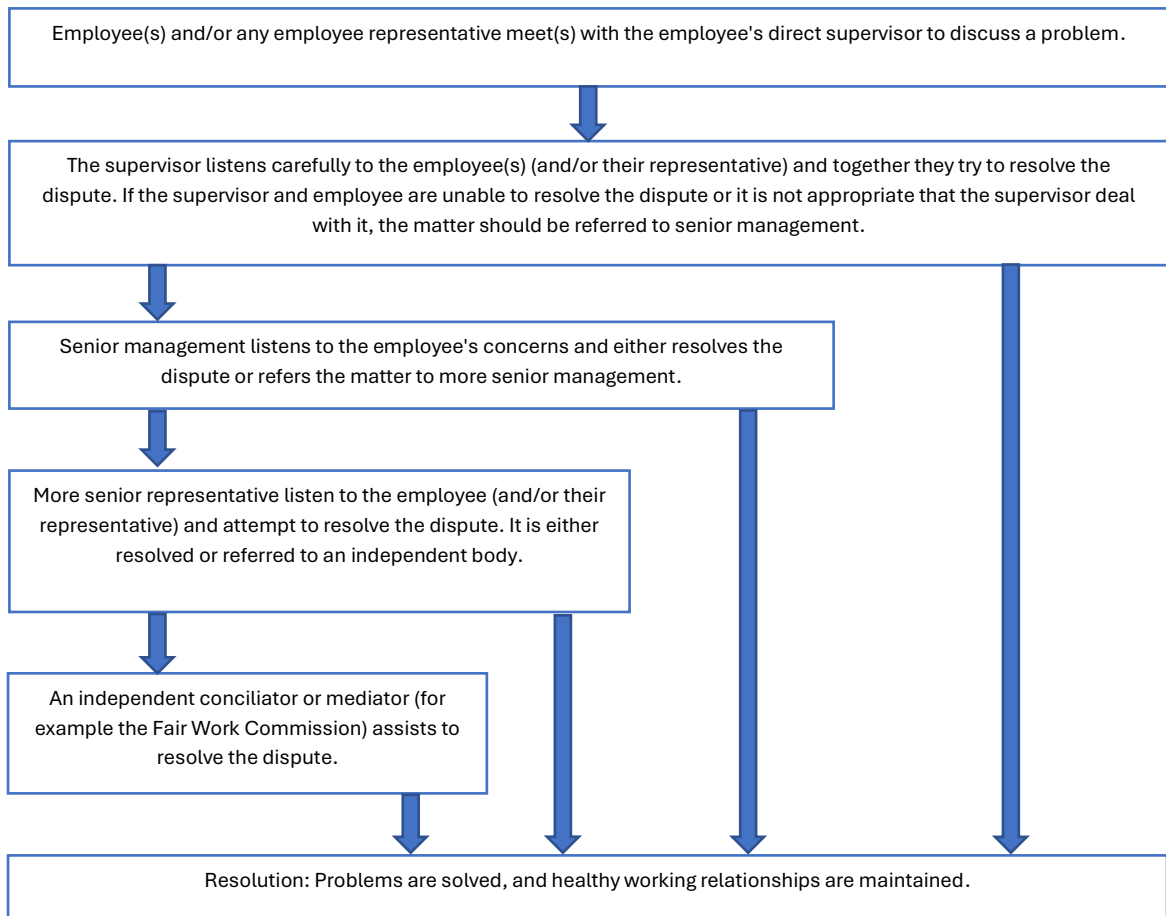
The typical process is shown in the diagram below.

In this process the term worker refers to both workers and volunteers. Supervisor refers to the worker's immediate Manager. For details see the [Workforce Development](#) procedure.

¹⁰ Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) Part 5-Aged Care Code of Conduct

¹¹ Australian Government Fair Work Ombudsman [Effective Dispute Resolution](#) Website Accessed November 2025

Figure 1: Effective Dispute Resolution Process¹²



3.16 STAFF WELLBEING AND COUNSELLING SUPPORT PROCEDURE

We recognise the impact caring roles can have on the emotional health and wellbeing of the workforce. We are committed to maintaining a supportive work environment and ensuring staff have access to appropriate wellbeing resources, including professional counselling support where required.

Workers may request support by contacting their manager. Managers may also recommend counselling support where they identify that an employee may benefit from additional support.

Where a worker is involved in or affected by a critical incident, the organisation will provide appropriate support, which may include:

- immediate manager support
- team debriefing sessions
- referral to counselling services
- adjustment of duties where appropriate

Critical incidents may include events such as client death, serious incidents, aggressive behaviour, workplace accidents, or other distressing situations.

¹² Australian Government Fair Work Ombudsman [Best Practice Guide Effective dispute resolution](#) p 10. Website Accessed November 2025

The details of counselling discussions remain confidential between the employee and the counselling professional, except where disclosure is required by law.

The service is also available to support workers:

- If they are experiencing bullying or sexual harassment in the workplace
- If they initiate a whistleblower action (See [Whistleblowers](#)).

3.16.1 ACCESSING SUPPORT

In the first instance we encourage workers to talk to their supervisor or another management team member. If you are not comfortable doing this, you can approach the counselling service directly. If the issue is not appropriate for counselling intervention the counselling service will advise you.

3.17 WORKPLACE BULLYING OR SEXUAL HARASSMENT

Every person has a right to go about their work in an environment free from bullying or sexual harassment. Any person experiencing workplace bullying or sexual harassment can feel confident that their report will be taken seriously by Caring Support @ Home. This includes bullying or harassment between workers, and from other people at the workplace, like contactors, Participants and visitors.

- You can report events to your supervisor, or any other senior person not involved in the incident. Alternatively, you can contact any other person or organisation to discuss the event/s and options available to you without anyone in Caring Support @ Home knowing
- If you or your representative report to Caring Support @ Home the person you report to will assist you to complete a **Worker Incident Report**. This will need to detail the bullying or sexual harassment and will record all future action in relation to the event/s. Immediate assistance or protection will also be arranged. If appropriate and you agree, the Police may be informed.

For further details see our [Workplace Bullying and Sexual Harassment](#) procedure.

If you feel you are being bullied or harassed or if you witness bullying or sexual harassment it is essential and expected that you report it. All reports will be kept confidential.

3.18 WHISTLEBLOWERS

Whistleblowing is an important mechanism for identifying and addressing misconduct within organisations. The Aged Care Act 2024^[1] contains protection for whistleblowers to ensure that anyone, including older people, people who are close to them, aged care workers, board members or other individuals can report any breaches of the Act without fear that they will be punished or treated unfairly.

Because Caring Support @ Home is also subject to the Corporations Act 2001, workers, board members and others can make whistleblower disclosures under the Corporations Act. While the protections under both Acts are broadly similar, the Corporations Act allows disclosures about different types of matters, such as corporate misconduct or financial wrongdoing, that may not be covered under the Aged Care Act.

Whistleblowers can report their concerns anonymously and are protected from retaliation, including dismissal, demotion, or any form of discrimination.

^[1] Australian Government Department of Health, Disability and Ageing [A rights-based new Aged Care Act - Protection for whistleblowers](#) Website Accessed November 2025

In addition to being able to make whistleblower disclosures themselves, all aged care workers and responsible persons at Caring Support @ Home are also required to be able to **receive** whistleblower disclosures made under the Aged Care Act 2024. This is covered in training.

For more information see our Whistleblowers policy online via <https://caringsupportathome.com.au/policies> or contact: 03 91315187 (Service Coordination Team).

3.19 SERIOUS MISCONDUCT

Serious misconduct is when a worker:

- Causes serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business or
- Deliberately behaves in a way that's inconsistent with continuing their employment.

Examples of misconduct include:

- Abuse and neglect of Participants
- Theft of property or funds from Caring Support @ Home
- Willful damage of property belonging to Caring Support @ Home
- Intoxication through alcohol or other substances during working hours
- Verbal or physical harassment or discrimination of any other worker or Participant (see Workplace Bullying or Sexual Harassment above)
- The disclosure of confidential information regarding the organisation to any other party without prior permission
- The disclosure of Participant information other than information that is necessary to assist Participants and to ensure their safety
- Carrying on a private business from Caring Support @ Home premises or using Caring Support @ Home resources for private business without the permission of the Board
- Falsification of any records belonging to Caring Support @ Home
- Failure to comply with the **Code of Conduct for Workers and Volunteers**.

Serious misconduct can lead to immediate dismissal from Caring Support @ Home. In addition, depending on the nature of the misconduct, we may:

- Notify the police if the conduct involves potential criminal activity
- Notify the Aged Care Quality and Safety Commission which may result in a Banning Order
- Take any further necessary actions, such as reporting to the relevant professional body.

The CEO deals with all issues relating to misconduct and in the first instance advises any person accused of serious misconduct of the process and their rights.

3.19.1 BANNING ORDERS

The Aged Care Quality and Safety Commission has the power to stop or restrict people from being involved in providing aged care. A banning order can be given when a person:

- Isn't suitable to be involved with or engaged in aged care
- Didn't comply with the Code of Conduct that applies to them
- Is an immediate or severe risk to the safety, health or well-being of one or more care recipients

- Has at any time been convicted of an indictable offence involving fraud or dishonesty
- Is an insolvent under administration.

3.20 HANDLING PARTICIPANT MONEY

- Workers are not permitted to undertake any tasks that involve money unless they are part of the person's care/support plan and the Participant has consented to it
- Workers are not permitted to provide financial advice other than that which would reasonably be required under the Participant's plan. Requests for advice outside the scope of the plan are referred to a supervisor
- Participant requests for funds from a worker are reported to a supervisor as they may indicate budget issues for the Participant. Under no circumstances are workers permitted to give or loan funds to a Participant
- To avoid accusations of theft by workers, under no circumstances are you to accept gifts of money or other valuables or to request or accept a loan from a Participant.
- Should a Participant's money or property go missing, complete an **Incident Report** and immediately forward it to your supervisor.

(See [Money and Property of Participants](#) procedure)

3.21 UNION SUPPORT AND ACCESS

We respect and support the rights of our workforce to be represented by a union of their choice. Union representatives are welcome to lawfully enter our premises to provide support and information to workers.

Union-related information is available on the noticeboard in the worker break room. All workers are encouraged to seek information or support from union representatives if they wish.

4 THE WORKPLACE

4.1 EMPLOYER RESPONSIBILITIES

It is the responsibility of the Caring Support @ Home to, as far as practicable:

- Provide safe work premises through maintaining the workplace, plant and systems of work to ensure workers are not exposed to hazards
- Provide appropriate information, instruction, training and supervision to enable workers to work without being exposed to hazards
- Consult and cooperate with workers and safety and health representatives
- Provide appropriate personal protective equipment and instruction in its use
- Make arrangements for the safe use, cleaning, maintenance and disposal of plant, equipment and substances
- Assess risks and implement appropriate measures for controlling them
- Eliminate or minimise psychosocial hazards and risk factors in the workplace
- Ensure safe use and handling of goods and substances
- Provide and maintain safe machinery and materials
- Assess workplace layout and provide safe systems of work

- Provide a suitable working environment and facilities
- Have insurance and workers' compensation insurance for all workers.

Caring Support @ Home accepts these responsibilities and makes every attempt to reduce the possibility of accidents, injuries and damage.

4.2 WORKER RESPONSIBILITIES

All workers must take reasonable care to:

- Ensure their own safety and health
- Ensure that they do not adversely affect the health and safety of their work mates or any other person in the workplace through any act or omission
- Cooperate with the Caring Support @ Home in matters of safety and health including:
 - comply with all safety directions and instructions
 - wear and look after personal protective equipment issued for your use
 - not misuse or damage any equipment provided for safety and health purposes
 - report immediately any injuries, accidents or sickness related to your employment
 - report immediately anything that is or could be a hazard

All workers have the following obligations:

- Attend workforce safety training
- Attend job related training
- Comply with instructions given for work health and safety
- Be trained in the use of any provided personal protective equipment (PPE)
- Not willfully or recklessly interfere with or misuse anything provided for work health and safety at the workplace.
- Comply with the Code of Conduct for Aged Care
- Comply with Caring Support @ Home's policies and procedures
- Not willfully place others at risk
- Not willfully injure themselves
- Familiarise themselves with their workplace and be aware of:
 - the most direct means of exit from the building
 - the nominated assembly point/s for the building
 - the location of any portable firefighting and other safety equipment within the building and its application
 - their responsibilities in supporting Participants, workers and other people in the event of a fire.

4.3 WORKER EXIT PROCEDURE

For details of your rights and obligations see the Australian Government Fair Work Ombudsman website [Ending employment](#).

When a worker leaves Caring Support @ Home, the following applies:

- **Resignation:** We prefer a signed letter (written or via email) of resignation from the worker

- see Fair Work Ombudsman [Letter of resignation template](#)
- a worker's award, enterprise agreement, or employment contract may set out how much notice (if any) they need to give when they resign. Please check the terms of those documents for information
- Caring Support @ Home will acknowledge your resignation in writing, and under normal circumstance you will be expected to work as usual until the end of the notice period or the remaining period of employment ends
- workers can take paid annual leave during a notice period only if Caring Support @ Home agrees to the leave
- **Dismissal:** A letter of termination from the CEO or the Board will be provided if you are dismissed
 - the letter of dismissal will stipulate the applicable notice period if any. See Fair Work Ombudsman [Dismissal and notice](#)
- **Exit Interview:** An exit interview is conducted by your supervisor to gather useful feedback for planning and evaluation
- **Return of Property:** Workers must ensure the following are returned to Caring Support @ Home if applicable:
 - Participant files or other information (if applicable) and any other working documents
 - access cards and keys
 - computer/laptop/audio visual and electrical items
- **Statement of Employment:** If requested, we will prepare a written Statement of Employment detailing the period of employment and the type of work performed. The relevant Manager/supervisor may provide a verbal reference to a prospective employer if requested.

For more information see [Workforce Administration](#) procedure.

5 OCCUPATIONAL HEALTH AND SAFETY

5.1 SAFETY POLICY STATEMENT

Caring Support @ Home is committed to providing a safe and healthy working environment for all of its workers by conforming to current legislation, regulations, codes of practice and appropriate national standards.

The objectives of this policy are to:

- Avoid, eliminate and/or control workplace hazards
- Provide workers with safety information, supervision and training appropriate to the hazards they are likely to encounter
- Continuously improve the standards of occupational safety and health for all workers.

The responsibility for implementing this policy rests with the CEO.

Safety matters will be dealt with in consultation with workers through the OH&S representative as an agenda item at the monthly Quality Meeting and shared at team meetings. Timely corrective action will be taken on each occasion and reported back to the meeting.

Caring Support @ Home strives to provide a safe workplace for workers and a safe home for Participants. Workers are responsible for doing their work in a safe way and for reporting any concerns.

All workers must read and keep up to date with the occupational health and safety information in the Policies and Procedures. (See [Workplace Safety](#) procedure).

5.2 HEALTH AND SAFETY REPRESENTATIVES (HSR)

A Health and Safety Representative (HSR) is a worker elected by their fellow workers to represent them on work health and safety matters. Caring Support @ Home does not currently have an elected Health and Safety Representative. Any Health and Safety concerns may be raised with the WHS Coordinator (Shelley Guo).

It is not mandatory to have an HSR, unless requested by workers. If any worker makes this request, Caring Support @ Home will provide any resources and assistance to facilitate the election of an HSR and has a duty to assist HSRs to perform their functions. For more detailed information on HSRs please refer to our [Workplace Safety](#) procedure.

5.3 ACCIDENT REPORTING

All injuries, sustained at work, no matter how small, must be reported to your supervisor at the earliest opportunity. You should also report any accidents revolving plant equipment materials, members of the public and their property. Complete a **Worker Incident Report** Form if you sustain an injury or have a near miss.

Cuts, scratches and other minor injuries may develop into something serious if neglected and must be referred to your supervisor for attention.

Failure to report personal injuries promptly may jeopardise a subsequent claim for workers' compensation.

5.3.1 AVOIDING ACCIDENTS

Foot Protection

All workers, including contractors must wear enclosed shoes with non-slip soles. Enclosed shoes must be worn at all times whilst in the workplace.

Hand Protection

Hand injuries are one of the most common workplace accidents. Hands are exposed to more dangers than any other part of your body and as they are your livelihood look after them well and treat them with respect.

Always wear the correct gloves when handling:

- Infectious or contaminated material
- Rough, splintery or sharp objects
- Detergents, chemicals, solvents, acids and alkalis.

Dispose of soiled gloves in the correct receptacle provided, after use.

Wash your hands often and use alcohol hand rub between tasks.

Gloves must also be worn at all times when handling food in the kitchen area and when providing personal care to Participants that may result in contact with body fluids.

5.4 CONTRACTORS AND VISITING PERSONNEL

Whenever any contractor or visiting personnel is on site (office) they are required to observe the safety procedures contained in this handbook.

The CEO or supervisor on a particular day are responsible for the activities of contractors and visiting personnel will be made aware of the hazards in the workplace, restricted areas and procedures to be followed before being allowed to start work.

If you observe a contractor failing to follow safe work practices, raise the matter with your supervisor who will take appropriate action.

In the event of an accident First Aid shall be offered and or provided to contractors and visiting persons.

5.5 CHEMICALS AND SUBSTANCES

Some of the chemicals and substances used in the workplace can cause injury if not handled correctly.

Correct protective equipment must be worn and a minimum requirement for handling chemicals is gloves and safety glasses.

Follow the safe handling and mixing instructions on containers and the instructions relating to the safe disposal of the material.

Many industrial detergents, solvents and disinfectants can be harmful to the skin.

If you are not certain about the correct way to handle a chemical or substance, read the label first, check the appropriate Safety Data Sheet (S.D.S.), or ask your supervisor.

5.6 ELECTRICAL EQUIPMENT

Electricity is dangerous and can kill – do not meddle with it.

Only electricians are authorised to repair electrical equipment. No other worker is authorized to carry out electrical repairs.

When working with or near electrical equipment:

- Always assume that electrical conductors are live
- Inspect electrical tools and equipment before use
- Report any frayed wires, damaged cables or faulty switches to the CEO and complete a **Hazard Form**
- Do not allow electric leads to lie in wet areas
- Do not operate or use any electrical equipment which is damaged
- If you receive a shock, even a small one, you must report it to the CEO immediately.

5.7 HAZARD AND NEAR-MISS REPORTING

If you become aware of any hazard in your workplace which is likely to affect either your or anyone else's health or safety you are required, by law, to report it to your Care Manager/CEO/ and OH&S representative, if you can't correct it yourself.

You are also required to report any near miss that involves health, safety or damage to plant equipment or materials. Near-Misses are reported using an **Incident Report** form and handed to your Supervisor/Team Leader.

When a Hazard is detected fill in a **Hazard Report** form and hand it to the CEO/Care Manager for signature so that action can be taken to correct the hazard or to prevent a reoccurrence.

The reporting of hazards and near-misses and their correction makes a very important contribution to providing a safe and healthy workplace for you, other workers, and Participants. If you see something wrong and you can fix it or remove the danger, do so. But still REPORT IT.

5.8 HOUSEKEEPING

You are responsible for keeping the area in which you work clean and tidy as this will help you and others to work better and more safely.

In particular you should:

- Keep all access ways, aisles, passages and stairs free of material
- Wind up hoses, leads and cables when not in use
- Remove all combustible waste regularly and if necessary sweep and wipe up
- Use waste bins and empty them regularly – you don't have to wait until they are full
- Be careful with the storage of chemicals and flammable materials and take the correct precautions
- Report any leaks or spills
- Stack and store material safely.

5.9 HYGIENE AND CLEANLINESS

Personal hygiene is important not only to prevent the infection of wounds but also to prevent skin diseases or dermatitis through contact with harmful substances.

Always wear the correct protective equipment and wash your hands after handling noxious or infectious material, before eating and after using the lavatory.

Do not use strong detergents or solvents to clean your skin. Use a barrier cream first and mild soap and hot water when the job is finished.

Use of breath fresheners or mouth wash is encouraged when working in close personal proximity with Participants and other workers.

Ensure good personal practice for oral hygiene, promoting fresh breath, and a personal deodorant to minimize body odour. Preferably use low irritant perfumes and low scented body spray.

Keep your feet clean to avoid infections and dry them carefully after washing.

Uniform, including footwear, stockings or socks, to be clean and in good repair.

5.10 LADDERS

Before using a ladder check it to see that it is undamaged and there are no defects. Do not use one with cracked or damaged styles or where any of the rungs are broken or missing. Any ladder found to be defective should be reported to the CEO.

You must not use a metal ladder or one reinforced with wire near any electrical equipment. To prevent a ladder from slipping make sure the bottom is on firm, level ground and if possible tie it at the top. Ask someone to hold the ladder if possible.

When climbing up or down a ladder face the rungs and always use two hands. When up a ladder do not over-reach to either side and always keep both feet on the rungs.

5.11 LIFTING AND MANUAL HANDLING

All workers who are likely to physically assist Participants will receive manual handling training appropriate to their role upon commencement and a refresher once every two years.

Your safety is of paramount importance. If you are ever unsure about a lifting task, please speak up and seek assistance. By following your training and these simple guidelines, you can lift more safely and with less effort. If in doubt, always seek help.

To protect your back and prevent injuries such as muscle strain or hernias, follow these guidelines:

- Use your leg and thigh muscles for lifting, as they are much stronger than your back muscles.
- Take care when lifting heavy, awkward, or frequent loads.

Simple Rules for Safe Lifting:

- Size up the job: Assess the task before starting
- Check the load: Ensure it is stable and manageable
- Foot position: Place your feet shoulder-width apart for stability
- Leg action: Bend your knees, not your back
- Straight back: Keep your back straight throughout the lift
- Firm grip: Hold the load securely
- Lifting: Lift smoothly without jerking
- Moving off: Start moving gradually
- High lifts: Use a step or ladder if needed
- Changing direction: Pivot with your feet, not your back
- Lowering: Lower the load slowly and carefully.

5.12 TRAINING

Workers are required to attend ongoing mandatory training and are encouraged to enhance their skills with extra training. Workers will be advised of available training. All compulsory training is paid time.

See [Workforce Training](#) procedure for details of available training.

6 EMERGENCY PROCEDURES

All workers are trained in emergency procedures including fire, evacuation and medical emergencies. A copy of the fire and evacuation procedures is available on site to refer to **Emergency Procedures and Safety Manual**.

It is **encouraged** for workers to attend the annual Fire Awareness training held each year.

You are required by law to be familiar with the emergency procedures which apply to your work area.

You must know:

- How to raise the alarm
- What the alarm/s mean
- Your nearest emergency exit
- Your assembly area
- The location of fire extinguishing equipment.

Make yourself familiar with these requirements.

If you have any questions, ask the Care Manager or CEO.

6.1 FIRE SAFETY

Most fires have small beginnings and the best time to tackle a fire is when it is small.

To do this you must know:

- How to raise the alarm if you discover a fire
- Where extinguishers, hose reels, etc. are located
- How to use each type of extinguisher
- What extinguisher to use on different types of fire
- The location of your nearest emergency exit/s
- Your assembly area.

Fire training is provided annually; however, you should familiarise yourself with the emergency procedures and fire equipment.

Only fight a fire if safe to do so.

If a fire breaks out remember – stay calm and act.

6.2 FIRE PREVENTION

The risk of fire is present in most work activities and everyone has a vital role to play in its prevention:

- Observe 'No Smoking' signs
- Don't accumulate rubbish. Keep work and storage areas clean and tidy
- Handle and store flammable liquids safely – keep naked lights and sparks away
- Keep electrical fittings in good order
- Do not use adapters, extension cords or damaged power cables
- Keep fire extinguishers unobstructed and mounted on the wall
- If you use an extinguisher take it to your supervisor who will arrange replacement – do not put it back on the wall
- Report all fires, not matter how small, to the CEO immediately.

6.3 FIRST AID

First Aid boxes are provided in the kitchen and the office and most of the workers are qualified first aiders – get to know where the boxes are and who is qualified to give first aid assistance.

All injuries and sicknesses must be reported to your supervisor and treated promptly.

If off-site medical or hospital services are required contact your supervisor who'll make the necessary arrangements.

If you see another worker injured or injure yourself, notify your supervisor immediately.

If you are **not a trained first aider**, take the following steps if anyone is injured:

- Raise the alarm
- Assess for danger: Ensure the scene is safe before approaching the injured person. Look for potential hazards that could endanger you or the casualty.
- If there is possibility of further danger, move the person to a safe position – this is the only occasion in which you are authorised to move an injured person
- If there is any bleeding, use a clean pad and apply pressure to the injury. If there is no clean pad hold the wound against the bone to stop or reduce the blood flow
- Make the person comfortable, keep them warm and reassure them
- Do not give anything to eat or drink
- Do not move any limb that appears broken.

When the **first aider arrives** be prepared to give assistance as required.

Workers must attend Basic Life Support training that is provided.

Senior First Aid training is provided for workers and needs to be updated every three years.

DOCUMENT INFORMATION:

Owner**	Managing Director
Date Approved	21 October 2025
Applicable Programs	SAH
Review History	Developed: October 2025
Date of review and summary of changes	08/12/25 customisation and formatting
Date of review and summary of changes	
Date of review and summary of changes	

**The person responsible for ensuring the Procedure is appropriate, followed and maintained up to date.