

### *Management Policy Workplace Health and Safety*

Quality Lifestyle Alliance Inc. is committed to the health, safety and wellbeing of all Service Users, Personal Support Workers, Staff, Contractors and visitors of the service.

Quality Lifestyle Alliance Inc. workplaces, work practices and equipment shall comply with the relevant regulations and standards of the Workplace Health and Safety Act 1995

Employees of Quality Lifestyle Alliance Inc. are not expected to carry out work that is unsafe. Service Users of Quality Lifestyle Alliance Inc. are not expected to tolerate assistance that is unsafe.

Service Users of Quality Lifestyle Alliance Inc. are expected to support Quality Lifestyle Alliance Inc's commitment to health and safety by becoming aware of safe work practices and assisting their Personal Support workers to carry out duties in a safe manner and in a safe workplace

Employees and Service Users of Quality Lifestyle Alliance Inc. are actively encouraged to participate in the development and ongoing monitoring of healthy and safe work practices and workplaces

# *Quality Lifestyle Alliance Inc. Worker Handbook*

*March 2006*

*Management Procedure for Incident and Issues Reporting*

In most cases Quality Lifestyle Alliance Inc. encourage Personal Support Workers to discuss any incidents or issues they may have with the Service User or co-worker. If no resolution is forthcoming, complainants are advised to seek counsel with the Case Manager of the Service User or the Manager.

Service Users and Personal Support Workers are invited to discuss any incidents or issues that may occur with the office staff without any form reprisal or judgment

Incidents or issues can fall into the following categories:-

- Query
- Concern
- Complaint
- Incident
- Injury
- Serious wrongdoing.

Staff will endeavour to assess the issue and will record accordingly.

**Injury.** Please contact the Rehab Coordinator, Michael Visser.

**Incident or Complaint.** Please contact your Case Manager and/or Manager. If you contact a Case Manager only, you will be required to give authority to pass the details on to the Manager.

**Serious Wrongdoing.** Please advise the Manager.

*QUALITY LIFESTYLE ALLIANCE INC.  
Lifestyle Support for people with a Disability*

MISSION STATEMENT

*“Quality Lifestyle Alliance Incorporated [QLA] aims to provide a lifestyle support service managed by people with a disability for people with a disability. The Organisation aims to empower and enable people to the greatest extent possible, through securing flexible and responsible networks appropriate to each individual’s life situation.”*



OUR GLOBAL BELIEFS

- ❖ *We believe in striving for a just society;*
- ❖ *As members of our society, people with a disability have the right to the same opportunities, lifestyle options, level of security and dignity that are enjoyed by members of society who do not have a disability.*
- ❖ *We believe that for a society to be “just” in this respect, there must be a commitment made to support individuals with a disability regardless of the financial cost; support to be “needs based”.*

QLA Inc strongly recommends that, as a Personal Support Worker, you take out Comprehensive Car Insurance which covers you for damage to your own vehicle and also to other people's vehicles.

QLA Inc strongly recommends that as a Personal Support Worker you should have a minimum of Third Party Property Coverage to ensure that you can meet the cost of damage to other vehicles in the event of an accident/incident.

QLA Inc urges you to contact your vehicle Insurer to confirm that they will continue coverage if you are carrying a Service User and being paid through QLA Inc to do so. Some Insurance companies will decline to pay in the event of an accident if they contend that, as you were being paid to transport a Service User you should have had a "Business Use Auto Insurance Policy". In that event you may have to pay for damages to someone else's vehicle or other property out of your own pocket. If your Insurer will not commit in writing to continue coverage, contact other agencies to seek one that will.

Personal Support workers for QLA Inc should ensure that their vehicles are safe for carrying passengers at all times. Vehicle safety checks should be conducted on a regular basis.

When transporting QLA Inc Service Users, Workers must ensure that seat belts are always used. If children are involved, ensure that child booster seats are properly fitted. Children should always be put in the back seat of the vehicle to try to reduce injury in case of an accident.

### *Risk Assessment of Tasks*

Workers shall conduct a risk assessment of tasks they carry out and address these accordingly via consultation with the Service User. This shall be documented on the Task Checklist 2000.

The purpose of this form is to indicate any unsafe workplace practices you may have identified and establish whether you require any further training in a specific area. It is recommended that this form be completed after you have been working for your employer for a

### OBJECTIVES

*The objective of Quality Lifestyle Alliance Inc is to provide a variety of support services for people with disabilities, which are to be flexible yet secure, and are to assure an independent choice of lifestyle for the Service User, and in particular, but without limiting the generality of the above, encompass the following:–*

- ❖ To provide a self-run system to allow people with a disability to live a lifestyle of their choice;*
- ❖ To provide individual choice of personal care for people with a disability;*
- ❖ To provide opportunities for people with a disability to live their lives away from institutionalised systems;*
- ❖ To maximise the potential of people with a disability to function as independently as possible in personal, domestic, vocational, cultural and recreational environments;*
- ❖ To provide a model to the general community of an organisation successfully run by and for people with a disability;*
- ❖ To do any other things that are necessary or incidental to achieving any of the matters listed above.*

consultation with the Service User. This shall be documented. (See Tasks Checklist for reference).

3. If a lifting device is not able to be utilised by a Service User due to medical conditions lifting is to be done by two [2] Workers trained in team lifting, when the Service User cannot assist by weight-bearing. (I.e. no dead-weight lifting by one [1] person.
4. Mechanical Devices, eg hoists or mechanical lifters should only be used by a Worker who has been fully instructed in the use of that device.
5. Non-mechanical equipment (walking belts, sliding/slip sheets, blue straps, transfer boards, transfer disc/swivel board) must be used wherever practicable.
6. Mechanical and non-mechanical aids shall be:
  - Readily available
  - Easy to use (i.e. well designed, in good working order, appropriate for the job).
7. Service Users who employ standing transfers are to have walking belts on when being mobilised.
8. Special factors to be considered when lifting/transferring a Service User
  - The dignity of the individual must be preserved
  - Care must be taken not to damage the skin or tissues
  - The person with the disability must feel safe during the procedure
  - Workers should not attempt a lift/transfer if they are unsure.

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left at the door and the anti-slip shoes for shower etc use, used only in the house. This also prevents dirt from outside being distributed in the Service User's home).

- ***Grooming Implements:***

In showering/dressings/toileting/grooming – especially with sharp implements such as nail files, combs, nail scissors, and razors – it is important that these should be chosen and owned by the Service User and kept for the exclusive use of the Service User.

- ***Surfaces:***

Wipe surfaces well with appropriate anti-bacterial solutions – use disposable gloves while doing this and dispose of them immediately afterwards.

### ***Handwashing Procedure***

1. Remove wristwatch and other jewellery.
2. Turn on tap water to a comfortable temperature.
3. Completely wet hands and wrists under running water
4. Keep fingers and hands below the elbows to prevent dirty water from contaminating your arms.
5. Apply soap to the hands.
6. Lather hands well by rubbing the palms together – spread the lather over the entire area of hands and wrists.
7. Pay particular attention to backs of hands.
8. Make sure soap is under the nails and in between the fingers.
9. Rotate and rub for 30 seconds – vigorously rub one hand against the other and around each wrist.

### **Office Hours:**

The office hours are Monday to Thursday 9 am to 5 pm. However the office staff are predominately part-time and unfortunately the office is sometimes unattended if we are attending a meeting. Similarly the answering machine will often click in to message bank if we are on the other line or having a meeting. Please leave a message and we will return it as soon as possible. If necessary we can generally be contacted on our mobile numbers listed below. If you wish to deliver any timesheets or other paperwork please use the mail slot in the door.

### **Office Staff:**

***Carolyne Hodges*** is the Manager of Quality Lifestyle Alliance Inc. and she usually is responsible for processing the wages. If you have any queries regarding your payment of wages, tax, superannuation, travel reimbursement etc then Carolyne is the person to contact. She works full-time and is available on the office number 5443 9777 or 54711328  
Mobile 0408439770 Email [chodges@qla.org.au](mailto:chodges@qla.org.au)

***Sue McIntyre*** is the Service Coordinator of Quality Lifestyle Alliance Inc. She is Case Manager to assigned individuals and is responsible for many other duties. Sue is also involved with community development in the field of disability. Sue works part-time and is generally available in the office on Tuesday, Wednesday and Thursdays. Mobile 0408 439 774.  
Email [smcintyre@qla.org.au](mailto:smcintyre@qla.org.au)

***Nerissa Rohan*** is the Workplace Coordinator of QLA Inc. She acts as Case Manager for designated Service Users and assists in the processing of fortnightly pays as well other duties. If Carolyne is not available to answer pay queries, please feel free to contact Nerissa  
Mobile 0408 439 772 Email [nrohan@qla.org.au](mailto:nrohan@qla.org.au)

## Guidelines

- **Hand Washing**  
Hands must be washed before and after contact with the Service User and after removal of disposable gloves and/or gowns. (See Hand Washing Procedures).
- **Gloves:**  
Gloves are to be worn during any procedure where there is potential risk of contact with blood or bodily fluids, e.g. whilst performing wound dressings, during toileting procedures (including duties that relate to catheters, menstruation etc), during showering, when handling potentially contaminated surfaces, washing soiled linen or clothing and/or disposing of contaminated materials.  
Gloves are to be changed if torn or punctured during a procedure.
- **Disposable Gowns:**  
Disposable gowns and other protective clothing are to be worn when personal clothing could be soiled with body fluids of blood.
- **Antibacterial Masks:**  
These disposable masks are to be worn when there is direct or sustained contact with a coughing Service User or if the Personal Support Worker is coughing or sneezing.
- **Eyewear:**  
Protective eyewear is to be used where there is potential for splattering of the face with body fluids or blood.
- **Bodily Fluid Spills:**  
Clean up blood or other bodily fluid spills **immediately** with bleach and water solution (1:10).
- **Disposal of waste and soiled materials:**  
Bloodstained items (including bandages, sanitary pads, tampons etc) should be safely disposed of so

## Terms of Employment

*You are employed as a casual employee.*

### **Casual workers are guaranteed:**

- Current pay rate as per the appropriate award
- Pay in full for shifts cancelled without 24 hours notice. However if the shift is longer than 2 hours an appropriate rate can be negotiated with the person that you support.
- In cases of unforeseen or emergency circumstances, i.e. where a Service User goes to hospital appropriate retention payment may be negotiated.

### Contracts:

You will or have been required to sign a contract of employment and receive an official induction process prior to commencement of employment. Please take you time to read all the information provided and be sure you have read and understand all aspects of the organisation and what is expected of you.

### Disability Support Workers Award (State) and SACS Award

A full copy of these Awards is held at reception of Quality Lifestyle Alliance Inc. and can be accessed through the Internet if you access.

## *Incident Reporting*

Any incident that occurs in the workplace that you think QLA needs to be aware of or taken action on, should be recorded on an “Incident Report Form” and sent into the QLA office as soon as possible. Copies are available in a downloadable format on our website [www.qla.org.au](http://www.qla.org.au), can also be faxed or mailed out to you and a blank form is handed out with this handbook. Incidents do not only include health, safety and welfare issues but also any problems relating to verbal, physical or sexual abuse, the workplace environment or anything else of concern.

## *Infection Control*

### *Standard Precautions:*

These are required for the **basic level of infection control** and are recommended for the treatment and care of all Service Users and in the handling of:

- **Blood** – including dried blood
- **All other bodily fluids, secretions and excretions** (excluding sweat), regardless of whether they contain visible blood
- **Non – intact skin**
- **Mucous membranes**
- **Other body substances**, including saliva

Standard Precautions include good hygienic practices, particularly:

- Washing and drying hands **before and after** Service User contact
- Use of protective barriers which include; gloves, disposable masks, gowns, plastic aprons, eye shield or goggles,
- Appropriate handling and disposal of sharps and other contaminated or infectious waste
- The use of aseptic techniques (the use of sterile gloved hands, for example)

## Duties:

Regular duties could include:

- ❖ *showering/bathing*
- ❖ *dressng/grooming*
- ❖ *assistance with mobility*
- ❖ *shopping*
- ❖ *accessing social activities/work*
- ❖ *gardening*
- ❖ *toileting*
- ❖ *transferring/lifting*
- ❖ *cooking*
- ❖ *household duties*
- ❖ *assistance with transportation*
- ❖ Any other duties as negotiated with employer.

## *Travel Reimbursement:*

If you use your own vehicle in the course of your employment, you will be reimbursed for the number of kilometers traveled. Mileage is reimbursed at a rate of fifty cents per kilometer. The first trip to and from work on any given day is at the workers’ expense, however subsequent trips are reimbursed.

### *Examples of when to claim mileage reimbursement:*

- a) *If you are required to assist your employer twice on any given day, you are entitled to mileage reimbursement for the second trip in the day. A sleepover shift counts as one trip even though the worker leaves on the next day.*
  - b) *If you are employed by more than one Service User, you are entitled to mileage reimbursement between residences.*
  - c) *If your employer requires you to assist with shopping or any other task that requires use of your vehicle, you will be reimbursed for mileage.*
  - d) *If you drive your employer to and from work or other leisure activities.*
- Mileage reimbursement will be shown on your fortnightly pay slip from QLA Inc.
  - When claiming mileage, please use specific Mileage Reimbursement Forms (enclosed in this package), stating clearly the reason for the claim, and

It is a preferable that Personal Support Workers hold a current First Aid Certificate. A copy of the current First Aid Certificate will be sighted at induction time. However, if you wish to attain a First Aid Certificate please contact the office and we will advise you any options.

### *Empathy vs. Sympathy*

Workers are encouraged to adapt to or continue to share an empathetic vision. To empathise does not mean to join in suffering, or to take responsibility to fix another person's life situation. It does not mean to patronise. It means that you are willing to be helpful and supportive within the reasonable limits of your role as a support worker.

### *Safety Equipment:*

Please refer to the enclosed Policy on Lifting Procedures. We encourage all people employed by QLA Inc to obtain a back support to wear while assisting with transfers. A request letter for one of these is included in the Worker Information Package. QLA will purchase one for you and it will be professionally fitted. It will remain the property of the Organisation and is to be returned when you cease employment with QLA. If you leave and do not return the belt prior to the last payment of wages paid made on your behalf, the cost will be deducted from your wages.

### *Grievance Procedures:*

Even though QLA Inc takes care of your wage payments and administrative matters, the person for whom you work is considered your employer.

- ❖ Any problems/disputes regarding your work duties should firstly be raised with your employer.
- ❖ If employer and employee are unable to resolve the issue then either party may (with the consent of the other party) contact a Coordinator.
- ❖ The Coordinator may either refer the worker to the appropriate Union or act as (or appoint) a mediator to assist the employer and employee to come to a mutually satisfying solution.

## *Procedures for Workplace Health and Safety*

## *Service User and Personal Support worker Responsibilities*

Service Users of Quality Lifestyle Alliance Inc. are required to act in a way that respects the rights of the Management, Staff and Personal Support Workers.

Quality Lifestyle Alliance Inc. is committed to empowering people with a disability in their lives. As such, they are required to take responsibility for the results of any actions or decisions they make.

Service Users are to agree to sign and abide by the Code of Conduct for Service Users of Quality Lifestyle Alliance Inc.

Personal Support Workers are required to sign and abide by the Personal Support Worker Code of Conduct.

Following are copies of some of QLA’s policies. Included are policies on Workplace Health and Safety, “Alcohol, illicit drugs and illegal issues” and a copy of the “Incident and Issues Reporting Procedure”. As a Service User or Personal Support worker you need to be familiar with these and bound to conduct yourself accordingly.

*Zero Alcohol Tolerance.* Quality Lifestyle Alliance Inc. has a zero tolerance policy for all Personal Support Workers on the consumption and effect of alcohol whilst performing duties.

### *Illegal Drug Use*

Personal Support workers under the influence of any illicit drug will be compromising their duty of care and will be liable for instant dismissal. Service Users cannot request illegal actions including assistance with the taking of illicit drugs.