

# Mallee Track Health and Community Service



## Handbook for Non MTHCS Staff

### Locum, Agency (Visiting Staff), Visiting Services and Students

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## Section 1 – INTRODUCTION

*Welcome to Mallee Track Health and Community Service.*

*Our values of Accountability, Excellence, Integrity, Compassion, Team Work and Transparency are the cornerstones of how we deliver care to our customers. They define how our staff work to deliver consumer directed care to achieve better health outcomes for members of our rural communities.*

*As a visiting staff member to Mallee Track Health and Community Service we encourage you to become involved in all aspects of the health service to ensure our holistic approach to care and service delivery can be maintained.*

*Through orientation processes you will learn the structures of the organisation and how service areas operate.*

*This manual will give you insights to the expectations we set for staff and will assist you to navigate your way through the health service. It provides an overview of critical policies and procedures and provides helpful hints to assist with your transition into being part of the MTHCS team.*

*Our programs are innovative and endeavour to meet the needs of our communities.*

*With a dedicated staff and management team working together with the members of our small rural communities, we can achieve improved health and social outcomes and continue to work towards our vision to lead our communities to excellence in integrated health and community service.*

*Lois O'Callaghan*

*Mallee Track Health and Community Service CEO*

### 1.1 Our History

Mallee Track Health and Community Service was established in 1997 as a Multi-Purpose Service (MPS) and provides a range of services across all the Mallee Track Communities; a total area of 18,000 square kilometres.

On the 1<sup>st</sup> of January 2011, Mallee Track Health and Community Service and Sea Lake District Health Service Inc. formally merged.

Acute Medical and Urgent Care services, District Nursing, Residential Aged Care and Allied Health Services are provided to Ouyen, Murrayville, Underbool, Patchewollock, Sea Lake, Culgoa, Berriwillock, Woomelang, Nandaly and Ultima.

MTHCS also delivers a broad range of community services to all the Mallee Track communities:

Outreach Service Centres

Murrayville

Underbool

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Hostel Residential Care	Pattinson House (Ouyen)
Neighbourhood Houses	Ouyen Murrayville Sea Lake
Volunteer Coordination	Transport and Social Support for all areas
Mallee Minors Childcare Centre	Ouyen Sea Lake Murrayville Underbool
Early Years Management	Ouyen Pre School Manangatang Pre School Sea Lake Pre School Underbool Early Learning Centre Murrayville Early Learning Centre
Men's Shed	Sea Lake
Op Shop	Sea Lake

## 1.2 Our Mission

To provide people of all ages with access to quality, person-directed care in the Mallee.

## 1.3 Our Vision

Leading our communities to excellence in integrated health and community services.

## 1.4 Our Philosophy

Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

## 1.5 Slogan and Logo

On track to a vibrant future. Logo is as illustrated on cover page.

## 1.6 Organisational Values

- **Accountability** – We define our expectations and are accountable for our actions.
- **Excellence** – We set high standards and continually strive to improve on them.
- **Compassion** – We treat everyone with care, respect and dignity.
- **Teamwork** – We work collaboratively and in the spirit of the partnership.
- **Integrity** – We endeavour to do the right thing in all circumstances, even if no-one is watching.
- **Transparency** – We are open and honest and embrace positive change.

## 1.7 Public Sector Values & Charter of Human Rights & Responsibilities Act 2006

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to subscribe to the following values:

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- **Responsiveness:** Provide frank, impartial and timely advice to the Government; Provide high quality services to the Victorian community; Identifying and promoting best practice.
- **Integrity:** Being honest, open and transparent in dealings; Using powers responsibly; Reporting improper conduct; Avoiding real or apparent conflicts of interest; Striving to earn and sustain public trust of a high level.
- **Impartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; Acting fairly by objectively considering all relevant facts and fair criteria; Implementing Government policies and programs equitably.
- **Accountability:** Working to clear objectives in a transparent manner; Accepting responsibility for their decisions and actions; Seeking to achieve best use of resources; Submitting themselves to appropriate scrutiny.
- **Respect:** Treating others fairly and objectively; Ensuring freedom from discrimination, harassment and bullying; Using their views to improve outcomes on an ongoing basis.
- **Leadership:** Actively implementing, promoting and supporting these values.
- **Human Rights:** respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:
  - Making decisions and providing advice consistent with human rights.
  - Actively implementing, promoting and supporting human rights.

Mallee Track Health and Community Service respects and abides by the Public sector employment principles:

- Employment decisions are based on merit.
- Employees are treated fairly and reasonably.
- Equal employment opportunity is provided.
- Human rights as set out in the Charter of Human Rights and Responsibilities Act 2006 (Please see below).
- Public sector employees have a reasonable avenue of redress against unfair or unreasonable treatment.
- A career public service is fostered (in the case of public service bodies).

**All users of the Health Service can expect, whilst in our care:**

- full and effective use of his or her personal, civil, legal and consumer rights;
- quality care appropriate to his or her needs;
- full information about his or her own state of health and about available treatments;
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- personal privacy;
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- to select and maintain social and personal relationship with anyone else without fear, criticism or restriction;
- freedom of speech;
- to maintain his or her personal independence;
- to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;

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- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- to have access to services and activities available generally in the community;
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- to have access to information about his or her rights, care, accommodation and any other information that relates to the residents personally;
- to complain and to take action to resolve disputes;
- to have access to advocates and other avenues of redress; and
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

## Each person using the Health Service has the **RESPONSIBILITY**:

- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- to respect the rights of staff and the proprietor to work in an environment free from harassment;
- to care for his or her own health and well-being, as far as he or she is capable; and
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

## 1.8 Management Team

### Board of Directors

<b>President:</b>	Mark Wilson
<b>Senior Vice Chair:</b>	Joy Lynch
<b>Junior Vice President:</b>	Mary Rydberg
<b>Directors:</b>	Darren Law, Phillip Down, Kathryn Munro

### Chief Executive Officer – Lois O’Callaghan

#### Directors

- Executive Director of Nursing** – Pam Vallance
- Director of Community Services** – Lyndal Munro
- Director of Medical Services** – Dr Mau Wee
- People and Culture** led by Ray Gentle (Contractor)
- Chief Financial Officer/Director of Corporate Services** – aspects of this role undertaken by Vicki Shawcross from Robinvale District Health Services

### Service Area Coordinators

- Director of Nursing (Sea Lake)** – Kim Osbrough
- Nurse Unit Manager (Ouyen)** – Sue White
- Hostel Supervisor (Ouyen)** – Lynne Coates

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**Team Leader Maintenance & Stores** – Riley O’Connor

**Hotel Services Coordinator** – Louise Plozza

**Practice Manager** – Shirley Vallance

**Community & Social Support Manager/Complaints Manager** – Nadiene Lynch

**Early Years Program Leader** – Danielle Kirk

**Early Years Manager** – Kyra Nathan

**Administration Coordinator** – Dianne Monaghan

## Section 2 – GENERAL INFORMATION

### 2.1 Privacy and Confidentiality

It is vital that every locum, agency, visiting services and students respects the confidential nature of patients, clients and staff information. Under no circumstances shall any records or information be improperly discussed within or outside the Mallee Track Health and Community Service. A breach of this trust will be investigated and may be dealt with by instant termination or dismissal. Signing of your engagement contract or venue use arrangements indicates your agreement to abide by this. Statements to the Press, Radio or Television will be authorised by the Chief Executive Officer.

Locum, Agency, visiting services and students must follow the policy and procedures in the Organisational Manual on Prompt related to privacy and confidentiality which includes but is not limited to:

- ensuring conversations related to residents / patients personal information cannot be overheard by other people;
- ensuring information is collected from residents in a private area;
- ensuring computers are secure when left unattended;
- not sharing computer passwords;
- not having lists of residents in areas of unauthorised access, e.g. whiteboards / notice boards;
- ensuring handover sheets are shredded at the end of the shift;
- ensuring residents / patients care plans, histories are not left in areas where unauthorised access can occur; and
- Not displaying photographs on notice boards, in newsletters, newspaper articles or annual report without written consent of the resident / representative.

Always refer any queries you have about confidentiality to Pam Vallance (Executive Director of Nursing).

Staff phone numbers must not to be given to any person outside the organisation.

### 2.2 Punctuality

To assist in the achievement of an efficient working environment, it is essential that everyone is punctual in commencing work. Persistent lateness will be investigated and may result in termination of your contract or placement.

### 2.3 Customer Service

Telephone Skills:

- External calls – good Morning/afternoon/evening, Mallee Track Health and Community Service, (first name) speaking.
- Internal calls – (first name) speaking.
- Transferring calls – identify self to new department, explain nature of call, inform new department of name of caller.

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- Taking messages – message for, name and title of caller, company name, telephone number, time and date of call, message, action required and name of message taker.

Interpersonal skills:

- Confidentiality to be respected at all times.
- Respect to be consistently displayed.
- To offer efficient service at all times to both internal and external customers.
- Cooperation between departments.

## 2.4 Dress Code

**Identification Badge** - MTHCS requires all employees and visiting students to wear an identification badge. Badges are provided for all staff employed by Mallee Track Health and Community Service. Please see Administration to arrange your badge. If you lose your badge please notify Administration.

**Appearance** - Maintain a high degree of cleanliness and tidiness in their personal appearance.

1. Reflection of a professional image.
2. Non-gender specific.
3. OH&S compliance.
4. Infection Control Standards compliance.

**Footwear** - In accordance with Occupational Health and Safety and Infection Control requirements suitable footwear must be worn at all times while at work.

## 2.5 Smoke Free

Mallee Track Health and Community Service is a 'smoke free' environment.

## 2.6 UV Radiation

Ensure due care is taken to reduce the risk of UV Radiation such as:

- the wearing of wide brimmed hats;
- the wearing of long sleeves and long pants;
- the use of sunscreen 15+ which should be applied 15 mins prior to working outdoors and reapplied at least every 2 hours; and
- The timing of work activities to avoid full sun between 11am and 3pm.

## 2.7 Drugs and Alcohol

Alcohol and non-prescribed drugs of dependence are not to be brought onto the premises under any circumstances. In addition, if locum, agency, visiting services or students are suspect to present in the workplace with a suspected presence of alcohol and non- prescribed drugs this will be investigated.

## 2.8 Meal Breaks

Meal breaks will be stipulated in agency placement arrangements and consistent with the relevant award.

## 2.9 Meals

A well-appointed kitchen which serves hot and cold meals is available to all staff both at Ouyen and Sea Lake. Tea and coffee are provided free. Meals may be purchased and lunch orders must be placed in the book in the Dining Room.

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## 2.10 Telephone calls

Our telephones are intended to be used only for Mallee Track Health and Community Service business. Mobile phones should not be used during your shift and should be placed in the secure areas provided. They can be checked during your scheduled breaks.

## 2.11 Car Parking

**Ouyen** – Please do not park in front bay. This is for people accessing services.

**Sea Lake** – Car Parking is available at the very front of the facility, all other areas are no parking zones.

## 2.12 Leaving Mallee Track Health and Community Service Premises

During your working hours you must obtain permission from your immediate Service Area Coordinator or the Nurse in Charge if you wish to leave Mallee Track Health and Community Service at any time other than your meal breaks. A facility absences book is also located at both administration areas (Ouyen & Sea Lake) for those leaving and returning to the building for contact purposes.

## 2.13 Personal Items

Some service areas have lockers available and it is recommended that all valuables be kept under lock and key. Security of your personal items is your responsibility. If you are worried about it don't bring it into the workplace.

## 2.14 Employee Assistance Program

Your well-being is important. MTHCS works with Converge international to provide support to MTHCS staff and volunteers. EAP can support you to access external counselling services can be arranged for those staff that may require it. Access details can be found in staff newsletters, staff notice boards or by referring to the Employee Assistance Procedure on PROMPT. Service Area Coordinators may also support with accessing EAP support.

## 2.15 Notice Boards

To keep up good communication notice boards are used in each service area to display events, minutes, schedules, memos and any other relevant information for your area. Please make sure you read these. Important documents are also displayed on main pin boards. Please read and familiarise yourself with the Quality Policy, Quality Objectives, OH&S Policy, OH&S Objectives and Designated Work Group Procedure.

## 2.16 Complaints and Feedback

MTHCS welcome feedback to support an ethos of continuous improvement, and respond to feedback openly and transparently. Feedback forms are available at the Ouyen Medical Clinic and the entrance at Sea Lake and Ouyen facilities. Complaint/Feedback Forms are also accessible on MTHCS website and support is available to community to complete and submit the forms.

## 2.17 Mallee Track Staff Newsletter

Every month a newsletter regarding work based information and issues is electronically circulated to all staff of around the organisation.

Hard Copies of the newsletter are also produced and dispersed throughout the agencies.

## 2.18 Gifts

Staff may accept small tokens of appreciation only, such as, a box of chocolates or flowers. Refer any other offers of gifts or donations over the value of \$50 to your Service Area Coordinator.

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## 2.19 Lost and Found

If you find any article or money, which appears to have been left by a patient, visitor or employee, take it to your Service Area Coordinator. If you lose an item you must complete an incident report stating your loss.

## 2.20 Gymnasium

**Ouyen only** - The gymnasium is available for staff. A sign in sheet is located at the entrance and all users must sign in and out. Prior to use, a 'gymnasium disclaimer' must be signed and an orientation to safe use of gymnasium equipment completed with either the Physiotherapist or Fitness Leader. This does not include development of exercise programs. Please see the Physiotherapist or Fitness Leader with any questions.

## Section 3 – PEOPLE & CULTURE

### 3.1 Equal Employment Opportunity

Mallee Track Health and Community Service believes that its people are entitled to be treated on the basis of their true abilities and merit, and to work in an environment, which is free from discrimination. Accordingly it is committed to achieving equal employment opportunity for all staff.

Thus all staff are entitled to access employment, promotion, training and the benefits of employment on the basis of merit, and will be assessed on the basis of their skills, qualification, abilities, prior work performance and aptitudes.

### 3.2 Grievance & Discipline Procedure

The Grievance and Discipline Procedure aims to ensure that every staff member receives a fair hearing when complaints arise, and an equitable solution is sought wherever possible. Refer to the policy in Prompt.

### 3.3 Inappropriate Workplace Behaviour Policy

Mallee Track Health and Community Service (MTHCS) promotes a safe and respectful work environment free of inappropriate workplace behaviours including workplace bullying, unlawful discrimination, sexual harassment and victimisation. This Inappropriate Workplace Behaviour Policy provides examples of conduct that is unacceptable at MTHCS. It also establishes a complaints procedure to be followed if a person has a complaint in relation to a breach of this Policy.

**Workplace Bullying is not acceptable at MTHCS. It can impact people's health and their ability to perform and enjoy their job.**

- Workplace Bullying is **repeated unreasonable behaviour** directed towards a worker or group of workers that creates a risk to health and safety. In most cases, this behaviour is persistent and happens over a period of time.
- Bullying can take many forms, such as publicly humiliating someone, verbal abuse or spreading malicious rumors or gossip.
- Bullying can be verbal or in writing, including online. It can be carried out by more than one person and be experienced by individuals as well as groups of people.
- Bullying can be directed downwards (from supervisors/managers to workers), sideways (between workers) or upwards (workers to supervisors/managers).
- In assessing whether behaviour is unreasonable, you should consider if an impartial person observing the situation would think it's acceptable to behave that way.

## Employee Rights

If you feel you are being / have been harassed / bullied, you have the following choices:

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- Tell the offender you object to his or her behaviour and want it to stop, or
- Write to the offender, set down the objection and ask that the behaviour stop.

If this does not work, or if you feel unable to act alone, seek help from:

- Your Service Area Coordinator
- Equal Employment Opportunity Officer
- The Chief Executive Officer

The Equal Opportunity Commission may be contacted for advice at any time:

The Victoria Equal Opportunity & Human Rights Commission  
Level 3, 204 Lygon Street  
Carlton 3053  
Phone: 1300 891 848

### 3.4 Privacy Principles

Mallee Track Health and Community Service is committed to protecting your privacy. We are required by law to protect all your personal and confidential information such as information relating to your health and other personal details. We comply with all Victorian legislation relating to confidentiality and privacy, including, where relevant, the Privacy and Data Protection Act 2014 (Vic), and the Health Records Act 2001 (Vic).

### 3.5 Police Checks & Working with Children Checks

Mallee Track Health and Community Service is a child safe organisation. All staff and visiting services are required to produce a Police Check at the commencement of employment and a fresh Police Check prior to the expiration of each three years of service. Mallee Tracks policy also states Police checks are at the expense of each employee and can be deducted through your fortnightly pay when appropriate documentation is completed. Police checks can be issued through People & Culture or through the Victoria Police at [www.police.vic.gov.au](http://www.police.vic.gov.au)

The Working with Children Act 2005 requires that people who work or volunteer in certain child-related work apply for, and pass, a WWC Check. It aims to strike a balance between protecting children under 18 years of age, promoting volunteering and safeguarding the rights of individuals.

Please refer to <https://www.workingwithchildren.vic.gov.au/> for more information or to apply for a WWC check.

Contractors, students and volunteers are to ensure MTHCS is linked to their WWC number by going into their online account and nominating MTHCS as a place of work. MTHCS will receive an assessment notice on the completion of this.

### 3.6 Work Cover

If you are injured at work you may be covered by Work Cover, which is the Victorian Government's System of Worker's Compensation for Workers.

If you injure yourself you must take the following action:

- Report the incident to Service Area Coordinator/Director immediately.
- Fill out an Incident Form, and give it to Service Area Coordinator/Director.
- If you lose time at work you must also complete a Work Cover Claim Form Immediately. These forms are available from the People & Culture or online at [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

A Certificate of Capacity completed and signed by your GP must accompany the Claim Form.

### 3.7 Unions

Unions that provide representation to sections of the workforce at MTHCS include Australian Nursing & Midwifery Federation (ANMF), Health Workers Union (HWU) and Early Learning Association Australia (ELAA). Union representatives are available as listed on the 'Contact Personnel' sheet in the Organisational QMS Manual.

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## Section 4 – OCCUPATIONAL HEALTH & SAFETY

Mallee Track Health and Community Service is committed to providing a safe and healthy work environment for staff, contractors and suppliers, in accord with the Occupational Health and Safety Act 2004. This commitment extends to ensuring a safe and healthy living environment for residents and visitors, and meeting moral and legal responsibilities toward the local community.

OH&S is everyone's responsibility.

Should you notice an issue within your workspace you have an obligation to do something about it. Make the area safe, notify others and report it to an OH&S Rep or Manager.

### 4.1 Fire Safety and You

Refer to the Emergency Management Plan Manual on Prompt for comprehensive Information relating to Fire Precautions.

You should familiarise yourself with this as soon as possible. Key Points to remember:

- Remove
- Alert
- Contain
- Evacuate and Extinguish

The Warden will direct you to where your emergency equipment is located and the evacuation area. Locum/student/visiting service will complete fire training as soon as it is available.

### 4.2 Safety

The Emergency Management Plan Manual is available on the Prompt Manual system. Locum/student/visiting service members must be familiar with this manual as soon as possible.

Nursing Staff/students should familiarise with Medical Procedure - Code Blue as soon as possible. Report all unsafe conditions or equipment to the Occupational Health and Safety Representative or your Service Area Coordinator – complete a CAR Form (Corrective Action Request).

### 4.3 Manual Handling and No Lift Policy

MTHCS has adopted a No Lift system.

### 4.4 Hazard & Injury at Work

A hazard is something that has the potential to cause injury. It may be associated with the building, grounds, equipment, environment (biological or psychosocial), or a work practice.

Service Area Coordinators and staff work together to identify hazards and ways to eliminate or control the associated risk.

Hazard identification occurs in the following ways:

- Product Evaluation when new equipment or supply items are being considered. A risk assessment is conducted using the Product Evaluation Form - Pre and Post Purchase Assessment Checklist for Plant and Equipment.
- Evaluation of work practices using the Risk Assessment Form as a proactive process or in response to an incident or situation.
- Informal inspections by the Service Area Coordinator and staff.
- Formal inspections of each work area by the Occupational Health and Safety Representative, using the Workplace Hazard Inspection Checklist.

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- In response to an Incident Reporting Forms completed by a staff member, supplier, resident or visitor. The results of work place inspections are reported to the Occupational Health and Safety Committee and if required an Action Plan is documented.
- If you are **injured at work**, notify the person in charge and follow the Incident / Accident Reporting Policy and Procedure in the OHS Manual on Prompt. It is important to complete the incident report at the time of the incident or as soon as practicable. 'If you are injured at work' posters are displayed in all departments.

## Section 5 – INFECTION CONTROL

MTHCS has strong infection control practices.

### 5.1 COVID 19

All students, Locum and visiting service staff are required to complete DHHS COVID education and complete pre-screening requirements prior to commencement of role <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>.

All visiting services coming onsite are to provide their COVID safe plan to the Infection Control Nurse for approval prior to commencing service delivery. All visiting services must follow MTHCS screening and complete daily checklists when onsite. Forms are to be sent into your service contact at the end of the day. When undertaking screening staff completing this must follow screening flow chart to support infection control processes.

Persons working in Aged Care and highly encouraged to have Flu Vax prior to coming on site and abide by visitor restrictions and PPE requirements.

### 5.2 Standard and Additional Precautions (Hygiene)

Infection Control in the Mallee Track Health and Community Service is based on personal hygiene, cleanliness and sterility. The aim of Infection Control is to prevent infection to patients, staff and visitors, and to provide a safe working environment.

We practise **Standard Precautions** for the Care of all patients. **Standard Precautions** assume that all patients are potentially infectious, irrespective of diagnoses. All blood and body fluids are treated as infectious. **Standard Precautions** includes hand washing before and after patient or body fluid contact and the use of protective equipment i.e. Goggles, gloves, gown, alcohol hand rub, etc.

When **Standard Precautions** are considered insufficient to prevent the spread of micro-organisms then **Additional Precautions** apply.

This includes:

- Infections spread via airborne transmission, e.g. TB
- Infections spread by the droplet transmission, e.g. Influenza
- Infections spread by direct contact, e.g. MRSA, VRE

The patient is nursed in a private room and further protective measures are taken according to the infection.

### 5.3 Personal Protective Equipment

PPE should be worn as per current DHHS advice. All people entering MTHCS Residential aged care facility are to follow current DHHS advice please phone ahead to ensure you are aware of current PPE levels and screening requirements if needing to enter aged care facilities.

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## 5.4 Hand Hygiene

Effective Hand Hygiene is the single most effective action to reduce health care associated infections. Hand Hygiene is a general term referring to any action of hand cleansing.

Hand Hygiene includes:

1. Applying an alcohol-based hand rub to the surface of hands (including liquids, gels and foams)  
OR
2. Washing hands with the use of a water and soap or a soap solution, either non-antimicrobial or antimicrobial.

Since 2002 use of alcohol-based hand rubs has been the recommended product for hand hygiene in healthcare settings where hands are visibly clean.

Hand washing should be reserved for situations when hands are visibly dirty or contaminated with proteinaceous material, or visibly soiled with blood or other body fluids, or if exposure to potential spore forming organisms is strongly suspected or proven, or after using the bathroom.

Click to view [How to hand wash](#) and [How to hand rub](#)

**Wearing gloves does not replace the need for hand hygiene.**

Gloves do not provide complete protection against hand contamination. Microorganisms may gain access to the healthcare workers' hands via small defects in gloves, or by contamination of the hands during glove removal.

**Hand hygiene is performed before putting on and after taking off gloves.**

Single use gloves should not be washed, but discarded after use.

Resource: Hand Hygiene Australia at [www.hha.org.au](http://www.hha.org.au)

## 5.5 Waste Disposal and Clinical Waste

MTHCS have a waste disposal system defined in the Waste Management Procedure on Prompt as outlined by The Environmental Protection Authority Victoria. This is to help segregate and reduce waste and dispose of it correctly. Waste is categorised into: Clinical Sharps Waste (rigid yellow containers), Clinical Waste (yellow bag), Cytotoxic Waste (purple container), Hazardous Waste, General Waste (Black or white bag), Recycling (labelled containers) and Trade Waste.

Please familiarise yourself with the waste stream appropriate to your area.

Visiting services are to notify if they will require access to clinical waste service at the commencement of coming onsite or as needs arise.

## 5.6 Cleaning

Visiting service providers are responsible for cleaning high touch areas at the conclusion of facility use with disinfectant wipes and at regular periods of the day as per their COVID safe plan. Not all areas receive daily cleaning. Please leave your area in a way that you would like to find it at the start of your working day. Please inform your service contact of any issues so we can ensure this infection control measure meets practice expectations.

# Section 6 – CERTIFICATION & QUALITY IMPROVEMENT

## 6.1 Quality Management System (QMS) Manuals

This is a set of Organisational manuals used throughout MTHCS as guidelines for work practices that are kept up-to-date with current standards to make sure we provide the best possible centred services. All manuals are kept on Prompt. The Quality Policy, Quality Objectives, OH&S Policy and OH&S Objectives underpin the Quality Management System at MTHCS. Please ensure you are familiar with these important documents.

## 6.2 Emergency Procedures

Staff must be familiar with the emergency procedures.

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# MTHCS – Handbook for Non MTHCS Staff

Emergency Code Charts are located near each telephone:

EMERGENCY	RESPONSE
<b>FIRE/SMOKE RESPOND CODE RED</b>	<p><b>'R'</b>- Remove – Those in immediate danger - only if safe to do so.  <b>'A'</b>- Alert – Other people and the appropriate Emergency Services.  <b>'C'</b>- Contain – Close doors and windows. In case of Bomb Threat open them.  <b>'E'</b>- Evacuate – Evacuation and <b>EXTINGUISH</b> – only if safe to do so.</p>
<b>BUSH FIRE RESPOND CODE RED</b>	<p>Upon notification by emergency services alert all personnel nearby/request assistance. Assist any person in immediate danger (if safe to do so).            Contact the Communications Officer/Hospital Commander by dialling '205 or 301'. The Communications Officer/Hospital Commander will Liaise with the Fire Brigade.            Outside normal business hours, dial '000' to notify the Fire brigade.            Close all doors and windows. <b>THE ORGANISATIONAL POLICY IS TO SHELTER IN PLACE</b></p>
<b>EVACUATION RESPOND CODE ORANGE</b>	<p>The emergency siren/bell will sound. All area wardens and maintenance personnel are to proceed to the Emergency Control Point. Instructions will be given by the Chief Warden. If the Chief Warden orders a full evacuation all personnel are to evacuate the most mobile patients first followed by the less mobile ensuring that visitors and contractors are also being escorted out of the building by the safest &amp; most expedient route, congregating at their nominated Emergency Assembly Area. Roll Call to be undertaken.</p>
<b>BOMB THREAT RESPOND CODE PURPLE</b>	<p>Call the Police on '000' &amp; notify the Chief Warden            On receiving phone call, keep caller talking. <b>DO NOT HANG UP</b>.            Do not say or do anything that may encourage irrational behaviour.            Record information on a Bomb Threat Checklist.            Chief Warden will organise a search based on the available information. Ensure that doors are left open. If suspect item is found – <b>DO NOT TOUCH</b>. Clear the area. Notify Chief Warden - evacuation may be considered.            Prevent all persons from entering the area.</p>
<b>MEDICAL EMERGENCY CARDIAC ARREST RESPOND CODE BLUE</b>	<p>Check for any threatening situation and remove or control it (only if safe to do so).            Remain with the casualty and provide appropriate support.            Commence First Aid / DRSABC, if competent to do so.            Request assistance.            Call an ambulance on '000' or notify the Ward on '237' (Ouyen), '310' (Sea Lake) &amp; Medical Clinic on '215' (Ouyen) '305' (Sea Lake).            Notify Nursing Manager on '206' (Ouyen) or '302' (Sea Lake)</p>
<b>INTERNAL EMERGENCY RESPOND CODE YELLOW</b>	<p>Assist any person in immediate danger (only if safe to do so).            Notify Chief Warden &amp; state type of emergency/breakdown &amp; location.            Provide medical assistance &amp;/or isolate services (only if safe to do so).            Await further instructions from the Chief Warden.</p>
<b>PERSONAL THREAT RESPOND CODE BLACK</b>	<p>Notify the Police on '000' and request assistance.            Do not say or do anything that may encourage irrational behaviour.            Alert other personnel in your area.            Initiate action to:            i. restrict access to the building if possible;            ii. Confine or isolate the threat from building occupants.            Evacuation may be considered.            Have as many people as possible complete the Offender Description Form.</p>
<b>EXTERNAL EMERGENCY RESPOND CODE BROWN</b>	<p>Upon notification of Emergency:            Notify the Chief Warden immediately (most senior staff member on site).            Prepare for the emergency.            Alert any other personnel in your vicinity.            Chief Warden will contact emergency services to seek advice. Evacuation may be required.            Communications Officer to relay advice from emergency services to appropriate personnel.</p>
<b>UNARMED DANGEROUS PERSON CODE GREY</b>	<p>Assess risk of suicide or harm.            Listen non-judgmentally.            Give reassurance and information.            Encourage person to get appropriate help.            Stay as calm as possible.            Maintain safe distance.</p>
<b>ALL CLEAR</b>	<p>Is always broadcast with reference to the particular emergency colour code. The 'All Clear' declaration must only be given by the Chief Warden after consultation with the emergency services when the emergency situation has been contained.</p>

## 6.3 Incident Reports and CARS (Corrective Action Requests)

Incident Reports must be filled out upon any incident, event, accident, or even a near miss that has or could have occurred. Corrective Action Requests must also be filled out when you identify a quality system error or work practice fault.

## 6.4 Locating & Using Manuals on Prompt

All MTHCS policy and procedure manuals are stored electronically and can be accessed by MTHCS staff.

It is important you know the Organisational/QMS (Quality Management System), Infection Control, Emergency Management Plan and Occupational Health & Safety manuals as well as manuals pertinent to your work area.

Please familiarise yourself with these manuals. If you have any questions please ask your Service Area Coordinator or MTHCS staff member for support.

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