



AGENCY

Staff Handbook



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WELCOME TO MTHCS

Welcome to Mallee Track Health and Community Service (MTHCS). We trust you will find your work with us both enjoyable and fulfilling.

This booklet will provide you with some guidelines and information on MTHCS, the services and care we provide along when working at MTHCS. Please read it carefully, and if you have any further questions your supervisor or our People and Culture team will be only too happy to help you out. Behind our ethos lies the belief that every person is regarded as an individual with their own unique likes, beliefs and abilities and all are encouraged to strive towards reaching their own optimum quality of life.

All members of the MTHCS team need to have a current and valid police clearance free of any precluding offences as stipulated by the Aged Care Act 1997 (Cth)

Police checks need to be updated every three (3) years. If you are a Registered or Enrolled Nurse, you are required to hold a current National Registration relevant to your role and the level to which you practice. If you are a VIT Teacher you are required to hold a current AHPRA registration and AHPS for national registration. This practicing certificate along with any relevant supporting documentation must be provided to us prior to the commencement of your first shift

We would like to acknowledge and extend our appreciation for the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples of the Wotjobaluk Nations, the traditional owners of the land that we live, play and work on and all other lands represented. We recognise that these lands have always been places of healing, learning and caring for elders. We pay our respects to leaders and Elders past, present and emerging for they hold the memories, the traditions, the culture and the hopes of all Indigenous Peoples. We express our gratitude in sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and our hope that we may walk forward together in harmony and in the spirit of healing.



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Vision, Mission and Philosophy

Vision

Leading our communities to excellence in integrated health and community services

Mission

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

Philosophy

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

Our Diversity Framework and Partnering with Consumers Framework captures our community demographics and how we work together to support health, education and wellbeing for our Community.

WHO ARE WE

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 1st 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, Social Support and Allied Health Services are provided to Ouyen, Murrayville, Underbool, Patchewollock, Sea Lake, Culgoa, Berriwillock, Woomelang, Nandaly, Speed and Ultima. GP Clinics in Ouyen and Sea Lake.

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

| | |
|---|--|
| Outreach Service Centres | Murrayville and Underbool |
| Hostel Residential Care | Pattinson House Ouyen |
| Neighbourhood Houses | Ouyen, Murrayville and Sea Lake |
| Volunteer Coordination | Transport and Social Support for all areas |
| Early Years Services (Childcare and Kindergartens) | |
| Ouyen, Manangatang, Sea Lake, Underbool and Murrayville Kindergartens | |
| Men's Shed | Sea Lake |

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OUR VALUES



Accountability

Value – We define our expectations and are accountable for our actions.

Behaviours – We keep our word and do what we say; We own our actions and behaviours; We look for solutions not someone to blame; We hold others to account for poor behaviour and attitudes



Excellence

Value – We set high standards and continually strive to improve on them

Behaviours – We continuously strive to improve by acting on feedback and being open to new ways of doing things; We take initiative and have the courage to question what we do; We are professional in every way, always.



Compassion

Value – We treat everyone with care, respect and dignity

Behaviours – We are person centred and deliver a positive experience, every time; We demonstrate care, kindness and empathy; We are flexible, compassionate and offer to help.



Teamwork

Value – We work collaboratively and in the spirit of partnership

Behaviours – We are responsive to each other's needs; We seek opportunities to break down silos; We respect others values and opinions; We treat others as we would like to be treated.



Integrity

Value – We endeavour to do the right thing in all circumstances even if on-one is watching.

Behaviours – We are honest and reliable; We protect and care for our reputation and build community trust; We value diversity, and are not judgemental; We respect privacy and confidentiality.



Transparency

Value – We are open and honest and embrace positive change

Behaviours – We base decisions on fact, not rumours; We share our knowledge and learning; We embrace change and have a “can do” attitude; We don't hide or ignore issues but tackle them directly.

IMPORTANT INFORMATION

Agency Staff must follow all MTHCS Policies and Procedures including Infection Control Measures.

Breastfeeding Friendly Workplace

Support is provided to breastfeeding employees through providing:

- A designated space for breastfeeding
- Allocated paid time to breastfeed
- A supportive work environment

Child Safety Standards

MTHCS is obligated by law and is committed to being a Child Safe Organisation, you must be aware of and follow all Policies and procedures.

Code of Conduct

All Mallee Track Health and Community Service Board Directors, Staff (including agency) and Volunteers must adhere to the MTHCS Code of Conduct.

All Board Directors, Staff (including agency) and Volunteers must adhere to the Code of Conduct for Victorian Public Sector Employees 2015.

Attachment: Culture Charter

Complaints, Grievances, Feedback

All staff have the right to work in an environment free of verbal abuse, physical abuse and any forms of discrimination or harassment (which includes sexual abuse). Any staff who wish to submit a complaint or has any grievances are encouraged to do so via a VHIMS feedback entry, talking to their Manager, or an email to Staffsupport@mthcs.vic.gov.au, without fear or recrimination or discrimination. All complaints or grievances will be taken seriously. All staff have the right for any grievances to be heard.

For any concerns, you must consult your Manager or other lines of management in the case your manager is not available. Whilst a grievance is being addressed in accordance with procedure, work must continue, provided that this does not apply to an employee who has a reasonable concern about the imminent risk to their health and safety.

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Feedback is welcomed, this supports us to improve the services we deliver.

Confidentiality

MTHCS is committed to protecting the privacy of all the individuals whose information it holds. Victorian laws require MTHCS to protect personal, confidential and health information from improper disclosure. Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2000.

Delegated Authority

All staff are required to know the extent of their delegated authority, professionally and financially. Such authority is outlined in position descriptions and the Instrument of delegation. Any employee exceeding their delegated authority may be subject to disciplinary action as per the MTHCS Discipline Procedure.

Discipline

MTHCS have a clearly defined process and procedure for remedying and resolving problems or unacceptable employee performance or conduct. All alleged breaches of discipline relating to misconduct, serious performance issues or inappropriate behaviour by staff of MTHCS need to be investigated and resolved within the context of the relevant legislation. All disciplinary action will be dealt with in accordance with the MTHCS procedure.

Emergency Codes

All MTHCS employees are required to understand and comply with the Emergency Code procedures. Emergency codes are announced via the public address system. The back of your employee ID card contains an overview of code colours and responses to help staff interpret announcements and respond appropriately.

See below for an overview of each emergency code.

| EMERGENCY | RESPONSE |
|--|--|
| FIRE/SMOKE RESPOND CODE RED | 'R'- Remove – Those in immediate danger - only if safe to do so. 'A'- Alert – Other people and the appropriate Emergency Services. 'C'- Contain – Close doors and windows. In case of Bomb Threat open them. 'E'- Evacuate – Evacuation and EXTINGUISH – only if safe to do so. |

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| BUSH FIRE RESPOND CODE RED | <p>Upon notification by emergency services alert all personnel nearby/request assistance.</p> <p>Assist any person in immediate danger (if safe to do so).</p> <p>Contact the Communications Officer by dialling '205 or 301'. The Communications Officer will Liaise with the Fire Brigade.</p> <p>Outside normal business hours, dial '000' to notify the Fire brigade.</p> <p>Close all doors and windows. THE ORGANISATIONAL POLICY IS TO SHELTER IN PLACE</p> |
| EVACUATION RESPOND CODE ORANGE | <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.</p> <p>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 & most expedient route, congregating at their nominated Emergency Assembly Area. Roll Call to be undertaken.</p> |
| BOMB THREAT RESPOND CODE PURPLE | <p>Call the Police on '000' & notify the Chief Warden</p> <p>On receiving phone call, keep caller talking. DO NOT HANG UP.</p> <p>Do not say or do anything that may encourage irrational behaviour.</p> <p>Record information on a Bomb Threat Checklist.</p> <p>Chief Warden will organise a search based on the available information. Ensure that doors are left open. If suspect item is found – DO NOT TOUCH. Clear the area. Notify Chief Warden - evacuation may be considered.</p> <p>Prevent all persons from entering the area.</p> |
| MEDICAL EMERGENCY CARDIAC ARREST RESPOND CODE BLUE | <p>Check for any threatening situation and remove or control it (only if safe to do so).</p> <p>Remain with the casualty and provide appropriate support.</p> <p>Commence First Aid / DRSABC, if competent to do so.</p> <p>Request assistance.</p> <p>Call an ambulance on '000' or notify the Ward on '237' (Ouyen), '310' (Sea Lake) & Medical Clinic on '215' (Ouyen) '305' (Sea Lake).</p> <p>Notify Nursing Manager on '206' (Ouyen) or '302' (Sea Lake)</p> |
| INTERNAL EMERGENCY RESPOND CODE YELLOW | <p>Assist any person in immediate danger (only if safe to do so). Notify Chief Warden & state type of emergency/breakdown & location.</p> <p>Provide medical assistance &/or isolate services (only if safe to do so).</p> <p>Await further instructions from the Chief Warden.</p> |

| | |
|--|--|
| PERSONAL THREAT RESPOND CODE BLACK | <p>Notify the Police on '000' and request assistance.</p> <p>Do not say or do anything that may encourage irrational behaviour. Alert other personnel in your area.</p> <p>Initiate action to:</p> <p>restrict access to the building if possible;</p> <p>Confine or isolate the threat from building occupants.</p> <p>Evacuation may be considered.</p> <p>Have as many people as possible complete the Offender Description Form.</p> |
| EXTERNAL EMERGENCY RESPOND CODE BROWN | <p>Upon notification of Emergency:</p> <p>Notify the Chief Warden immediately (most senior staff member on site).</p> <p>Prepare for the emergency.</p> <p>Alert any other personnel in your vicinity.</p> <p>Chief Warden will contact emergency services to seek advice. Evacuation may be required.</p> <p>Communications Officer to relay advice from emergency services to appropriate personnel.</p> |
| UNARMED DANGEROUS PERSON CODE GREY | <p>Assess risk of suicide or harm.</p> <p>Listen non-judgmentally.</p> <p>Give reassurance and information.</p> <p>Support and encourage person to get appropriate help.</p> <p>Stay as calm as possible.</p> <p>Maintain safe distance.</p> <p>Consider escalation to code black</p> |
| ALL CLEAR | <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> |

Employee Assistance Program

External, Confidential counselling services is available for those staff that may require it. Please see either your Manager, People and Culture or a Contact Officer who will be able to provide you with the contact details. (Converge 1300 687 327)

Equal Opportunity, Workplace Bullying and Harassment

MTHCS endorses the Victorian Public Sector Code of Conduct. Each employee has the right to equal opportunity and a work environment free from any form of workplace harassment and bullying.

At MTHCS we are committed to providing an inclusive workplace culture where all our staff are valued and recognised for their unique qualities, ideas and perspectives.

All definitions are included in the Code of Conduct.

Gymnasium

The gymnasium located at the Ouyen Service Centre will be 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 orientation to safe use of gymnasium equipment completed with either the Physiotherapist or Fitness Leader. Contact staff to make a time to complete your orientation.

Identification

Agency Staff are required to wear ID at all times, this must be supplied by you and show: – Full Name, Agency Employed by, Photo.

ID Cards enable easy identification of employees for security, other employees, patients and visitors within MTHCS buildings and grounds.

Internal Communication

Quality and People and Culture boards have been placed at every work site, they will display information that you need to be aware of, e.g training, events, reporting of statistics etc. Please make sure that you regularly review and read this information. All staff emails are sent out regularly. Team meetings are regularly held.

Leaving MTHCS Premises during work hours

If you need to leave the workplace at any time other than your meal breaks, please notify your immediate supervisor and the administration staff.

Meal Breaks

Most staff working full shifts/days are entitled to a meal break of 30 minutes, plus morning and afternoon tea break rest periods of 10 or 15 minutes duration according to your award. Please check with your Service Area Coordinator for length of tea break rest periods.

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Tea and coffee are provided free of cost to MTHCS staff.

A well-appointed kitchen which serves hot and cold meals is available to all staff both at Ouyen and Sea Lake. Meals may be purchased, lunch orders must be placed in the book in the dining room before 10.00 am, and tea orders prior to 2.45 pm. The cost of these meals will be deducted from your pay.

Occupational Health and Safety – “Is everyone’s responsibility”

Mallee Track Health and Community Service is committed to providing a safe and healthy work environment for staff, contractors and suppliers, in accordance 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. Service Area Coordinators in each service area are accountable for the implementation of this policy in her/his service area to ensure a safe work place is provided and maintained. They evaluate staff safe work performance and education requirements on a day to day basis and during performance appraisal. They also ensure the provision of resources to meet the organisation’s commitment to health and safety.

Staff shall follow all health and safety policies and procedures when working on and offsite. Staff shall report all observed potential or actual hazards to their immediate manager.

The development and evaluation of the Occupational Health and Safety (OH&S) Program, including hazard identification and risk management occurs through a commitment to consultation and team work between managers and staff. Consultation by managers occurs with elected staff health and safety representatives and staff when a workplace change has the potential to effect health and safety.

If you are injured, experience a near miss, bullying, harassment, or any inappropriate behaviour whilst at work, please notify your Team Leader/Manager or People and Culture.

Organisational Chart

See Attachment

Parking of personal vehicles

Ouyen Service Centre: Car parking at the front of the centre (Lawn facing) is reserved for persons visiting our services.

Sea Lake Service Centre: Parking is available at the very front of the facility, all other areas are no parking zones.

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Policies and Procedures

At MTHCS policies and procedures form an important framework for conduct and practice. Our policies and procedures are reviewed regularly and updated to ensure they remain current and relevant to our growth. It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational wide policies and procedures can be accessed on the MTHCS Prompt site. Breaches in regard to compliance may result in disciplinary action.

Right to Disconnect

Under new Legislation as of August 28, 2024, employees are not obligated to respond to work related communications outside of their regular working hours, unless there is an emergency or a prior agreement in place.

Education

MTHCS will made Education available to Agency Staff as required in line with the Aged Care Standards, NSQHS Standards and Antimicrobial Stewardship.

Vaccinations

Taking care of our residents and staff is a high priority at MTHCS. As we are classified as a public health service, we must adhere to the Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Act 2020. All staff employed with MTHCS must meet the regulations for vaccination required. These requirements may vary depending on your position at MTHCS. All Healthcare workers are triaged into Risk Category A, B or C according to the table below.

Category A Healthcare workers whose role requires them to have direct physical contact with patients, clients, deceased persons or body parts, blood, body substances, infectious material, or surfaces

Category B Healthcare workers whose role rarely requires them to have direct physical contact with patients, clients, deceased persons or body parts, blood, body substances, infectious material or surfaces or equipment that might contain these.

Category C Healthcare workers whose role does not require them to have direct physical contact with patients, clients, deceased persons or body parts, blood, body substances, infectious material or surfaces or equipment that might contain these.

It is recommended all MTHCS personnel, irrespective of role, fully participate and complete the COVID-19 and annual influenza vaccination program/s. You must obtain and maintain your required vaccinations.

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Workplace Contact Officer Network

MTHCS is committed to providing a workplace free from discrimination, sexual harassment, vilification and victimisation. The role is a key organisational mechanism to ensure complaints are addressed effectively internally and inappropriate conduct is stopped. There are posters in all staff areas – dining rooms, pin board

Payroll information that you need to know

Jury Service

If you are required to be absent from duty for jury service, please inform your Manager as soon as possible.

Orientation to Work Area

Each area will have their own unique orientation, your team leader or manager will conduct this.

Payroll

All payroll enquiries should be directed to People and Culture. Salary and wages are paid in accordance with your relevant Award and Contract as applicable.

Pay Days, Time sheets and Pay Slips

You will be paid according to your Agency payment requirements and schedule.

Police Checks

MTHCS policy states that all staff 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. MTHCS policy also state 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 Payroll, CrimCheck at <https://www.crimcheck.org.au> or through the Victoria Police at www.police.vic.gov.au.

Termination

Termination of Contract can occur at any time according to your respective Agencies Procedure.

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Rosters

Rostering is completed according to each service area requirement.

Sick Leave/Absence from Work

If you are absent from work through sudden illness or any other reason, please telephone your team leader or manager as early as possible. Notification within reasonable time frame is a requirement according to your award and provides opportunity for replacement of staff.

Signature Register

A signature register is used to identify your signature on documents when required. Your team leader or manager will inform you if you are required to sign the MTHCS signature register.

Time and attendance

Report to duty according to your rostered shifts and complete your particular Agencies timesheet, completed forms are required to be signed off by the area Manager prior to payment.

Unions

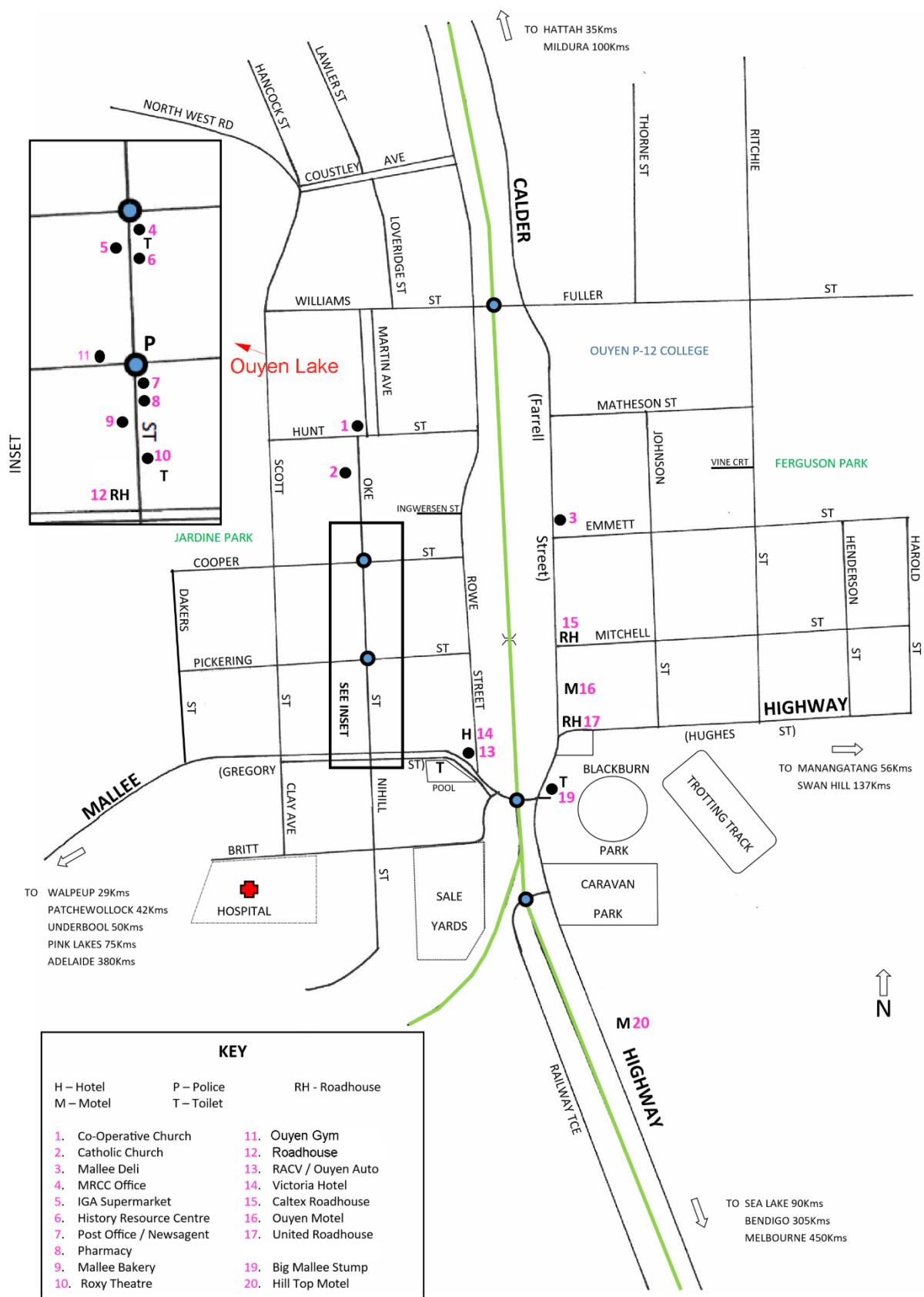
Unions that provide representation to sections of the workforce at MTHCS include Australian Nursing and Midwifery Federation (ANMF) and the Health Workers Union (HWU).

Working with Children Checks

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.

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OUYEN



SEA LAKE



Ouyen - Duty List Flexibed

| DUTY LIST | |
|--|---|
| ALL DAY ROSTER. | |
| 0700 – 0715 | <ul style="list-style-type: none"> ○ Clock on. ○ Receive handover from night staff in nurse's station. |
| 0715 – 0845 | <ul style="list-style-type: none"> ○ Get a phone to answer call bells ○ Answer all call bells ○ Write room numbers on white board in each wing and label with shower or wash as per handover sheet. ○ Assist residents with morning hygiene – whoever wishes to get up before breakfast. ○ Use face washer and hand towel in AM for wash and all towels necessary for shower. ○ There are 2 linen skips that are clearly labelled (linen and patients own clothes) macs, chair covers, napkins go in the personal clothes skip. ○ Sit residents up for breakfast ensuring teeth are in. ○ Assist residents with feeding if necessary. ○ Complete morning medication round on BestMed |
| 0845 – 0945 | <ul style="list-style-type: none"> ○ Collect breakfast trays from all wings and return all trolleys to Martin wing side entrance on the way to kitchen. ○ Continue to attend to resident's hygiene. |
| 0930 - 0945 Garner wing break 0945 – 1000 Martin wing break | 15 minute morning tea break. |
| 1000 – 1200 | <ul style="list-style-type: none"> ○ Complete remaining resident's hygiene. ○ Wounds and document ○ Help out other staff on floor |
| 1130 – 1200 – Garner wing 1200 -1230 – Martin wing | 30 minute lunch break. |

| | |
|--|--|
| | <ul style="list-style-type: none"> ○ Administer lunch time medications via BestMed. |
| 1230 – Residents lunch arrives | <ul style="list-style-type: none"> ○ Sit residents up in preparation for lunch. ○ Assist residents with lunch if necessary |
| 1315 – 1430 <ul style="list-style-type: none"> • If on 1330 * start replace linen in bathrooms. • Check and restock bathroom items. Eg moisturiser, body wash, disposable towels, wet wipes. | <ul style="list-style-type: none"> ○ Collect lunch trays and return all trolleys to Martin wing hall to kitchen. ○ Toilet residents that need toileting. ○ Attend to all wounds that need reviewing/changing. ○ Documentation – update bowel charts, wound charts, and progress notes on anything exceptional. ○ Empty linen skips into linen bin located next to cleaner's room. ○ Administer afternoon medications via bestmed |
| 1430 – 1500 | <ul style="list-style-type: none"> ○ Afternoon shift clocks on. ○ *Please note* - in the afternoon shift please put wet pads in white bag before putting in big garbage bag. ○ Resident's afternoon tea – offer drink to all residents. ○ Handover in Martin wing lounge. ○ Restock medication trolleys. ○ Check BestMed to ensure all tasks are complete. Order any required medication stock. |
| 1530 – 1645 | <ul style="list-style-type: none"> ○ Complete anything that has been handed over to do such as wound etc. ○ Prepare residents for tea. |
| 1645 – 1730 | <ul style="list-style-type: none"> ○ Residents tea – assist anyone that needs feeding. ○ Collect tea trays and return trolleys to martin side hall. |
| 1730-1745 | 15 min afternoon tea break. |
| 1745-1900 | <ul style="list-style-type: none"> ○ Assist residents to bed – attend freshen up using disposable washes. Ensure teeth are removed and brushed. |

| | |
|-------------|--|
| | <ul style="list-style-type: none"> ○ Wash all princess chairs/shell/recliner chairs once resident in bed. |
| 1900-1930 | 30 minute tea break. |
| 1930 – 2245 | <ul style="list-style-type: none"> ○ Administer nocte medication via BestMed ○ Collect remaining resident's dishes, rinse them and return to kitchen trolley located just outside of Hospital kitchen next to fridge. ○ Documentation – progress notes, update wound charts, update bowel charts. |
| 2245-2300 | Handover to night staff |
| SPARE TIME | <ul style="list-style-type: none"> ○ Update care plans ○ Sit and talk to a resident ○ Tidy up resident rooms ○ Check daily duty list and complete ○ Ask a ANUM about audits or other tasks |

AUTUMN CARE is the program used to document resident notes – there is “how to log in” instructions on the pin board in the Nurses Station beside the computer terminals

BESTMED is the system used for medication – you will be provided with a password on arrival.

SEA LAKE – Duty List Flexibed

| Duty List Sea Lake Flexibed | |
|--|--|
| DUTY LIST | |
| ALL DAY ROSTER. | |
| 0700 – 0715 | <ul style="list-style-type: none"> ○ They use their app to sign and the RN co-sign. ○ Receive handover from night staff in nurse's station. |
| 0715 – 0845 | <ul style="list-style-type: none"> ○ Get a phone to answer call bells / Room alert notification at the Nurses station ○ Answer all call bells ○ Write room numbers on white board in each wing and label with shower or wash as per handover sheet. (Allocations on handover sheets Only) ○ Assist residents with morning hygiene – whoever wishes to get up before breakfast. ○ Use face washer and hand towel in AM for wash and all towels necessary for shower. ○ There are 2 linen skips that are clearly labelled (linen and patients own clothes) macs, chair covers, napkins have own skip in dining room. ○ Sit residents up for breakfast ensuring teeth are in. ○ Assist residents with feeding if necessary. ○ Complete morning medication round on BestMed (when allocated) |
| 0845 – 0945 | <ul style="list-style-type: none"> ○ Collect breakfast trays from all wings and return all trolleys when necessary, but kitchen staff usually take the trays. ○ Continue to attend to resident's hygiene. |
| 0930 - 0945 Carinya 0945 – 1000 Kaleesa | 15 minute morning tea break. Usually as allocated by Charge RN |
| 1000 – 1200 | <ul style="list-style-type: none"> ○ Complete remaining resident's hygiene. ○ Wounds and document |

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| | <ul style="list-style-type: none"> ○ Help out other staff on floor |
| 1130 – 1200 – Carinya 1200 -1230 – Kaleesa | 30 minute lunch break. 1200 – 1300 staff assist with lunch for resident: staff break is 1300 - 1330 <ul style="list-style-type: none"> ○ Administer lunch time medications via BestMed. |
| 1230 – Residents lunch arrives | <ul style="list-style-type: none"> ○ Sit residents up in preparation for lunch. ○ Assist residents with lunch if necessary |
| 1315 – 1430 <ul style="list-style-type: none"> • If on 1330 * start replace linen in bathrooms. • Check and restock bathroom items. Eg moisturiser, body wash, disposable towels, wet wipes. | <ul style="list-style-type: none"> ○ Toilet residents that need toileting. ○ Attend to all wounds that need reviewing/changing, weight, obs. ○ Documentation – update bowel charts, wound charts, and progress notes on anything exceptional. ○ Empty linen skips into linen bin and take rubbish out to bins. ○ Administer afternoon medications via BestMed (If allocated) |
| 1430 – 1500 | <ul style="list-style-type: none"> ○ Afternoon shift clocks on. ○ *Please note* - in the afternoon shift please put wet pads in white bag before putting in big garbage bag. (Usually done AM shift) ○ Resident's afternoon tea – offer drink to all residents. ○ Handover at the Nursing Station. ○ Restock medication trolleys – ○ Check BestMed to ensure all tasks are complete. Order any required medication stock. RN duties or as assigned. |
| 1530 – 1645 | <ul style="list-style-type: none"> ○ Complete anything that has been handed over to do such as wound etc. ○ Prepare residents for tea at 1645hrs |
| 1645 – 1730 | <ul style="list-style-type: none"> ○ Residents tea – assist anyone that needs feeding. ○ Collect tea trays and handover trolleys to kitchen staff. |
| 1730-1745 | 15 min afternoon tea break. |
| 1830 -2200 | <ul style="list-style-type: none"> ○ Assist residents to bed – attend freshen up using disposable washes. Ensure teeth are removed and brushed. |

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| | <ul style="list-style-type: none"> ○ Wash all princess chairs/shell/recliner chairs once resident in bed. |
| 1800-1830 | 30 minute tea break. |
| 1930 – 2245 / 1900hrs | <ul style="list-style-type: none"> ○ Administer nocte medication via BestMed (If allocated) ○ Collect remaining resident's dishes, rinse them and return to kitchen trolley located in dining area. ○ Documentation – progress notes, update wound charts, update bowel charts. |
| 2245-2300 | Handover to night staff |
| SPARE TIME | <ul style="list-style-type: none"> ○ Update care plans ○ Sit and talk to a resident ○ Tidy up resident rooms ○ Check daily duty list and complete ○ Ask a ANUM about audits or other tasks |

ADMISSION TYPES

