

randstad health & social care

aged care & vulnerable people safeguarding policy & procedure.

randstads aged care safety commitment

Randstad Health & Social Care is committed to the safety of Vulnerable People and we have a zero tolerance approach to all forms of abuse or neglect. We are a staffing agency / labour hire business and do not run a Health & Social Care Facility or Hospital, however we are committed to following the guidelines and recommendations (where applicable) as per the Royal Commission's listed below.

Royal Commission into Aged Care Quality and Safety, please click [here](#).

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, please click [here](#).

purpose

The purpose of this policy is to explain our role relating to the protection of Vulnerable People from significant harm caused by abuse or neglect.

This policy forms part of our standard induction and on-boarding process, at which time a copy is provided to all new Aged Care Health Professionals. It is also available on our website, www.randstadhealthcare.com.au and is reviewed annually (updated when required) and sent to our Aged Care Health Care casuals employees each year as a refresher.

scope

The scope of this policy is to provide an understanding of the expectations of Randstad Aged Care Casual employees whilst caring for vulnerable people at a host employer. This policy outlines the ethics, reporting requirements and procedures, acceptable behaviour. All while keeping yourself safe at work.

what are our code of ethics

Randstad Health & Social Care follows the [Australian Government Aged Care Quality and Safety Commission Code of Conduct for Aged Care](#) and the [NDIS Quality and Safeguards Commission Code of Conduct](#).

The above Code of Conducts are a set of statements about appropriate and expected behaviour of Health & Social Care professionals when working with vulnerable people and list out:

- Expected behaviour
- Supports a person's rights to, personal choice, dignity and respect
- Promotes kind, honest & respectful behaviour
- Keep people receiving care safe from harm
- Respects privacy
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to vulnerable people
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of vulnerable people
- Take all reasonable steps to prevent and respond to sexual misconduct

To read more about Randstad's code of ethics please click this [link](#).

abuse definition

Abuse includes physical, social, financial, psychological or sexual and can include mistreatment and neglect. It is a criminal offence to abuse a vulnerable person and can lead to imprisonment.

working with vulnerable people standards

Aged Care

In March 2021 the Australian Parliament was delivered the final [report](#) to the royal commission into Aged Care Quality and Safety.

The Royal Commission looked at:

- the quality and safety of residential and in-home aged care for older people
- the quality and safety of care for young people with disabilities living in aged care homes, including:
 - > the extent to which these services meet peoples' needs
 - > the extent of substandard care, including mistreatment and all forms of abuse
 - > the causes of any systemic failures
 - > actions that should be taken in response
- how to best deliver aged care services to:
 - > people with disabilities living in aged care homes (including younger people)
 - > people living with dementia
- how to give people more control and choice in relation to their care, and improving engagement with families and carers
- what the government, aged care sector, families and community can do to ensure quality and safety in aged care
- how to best deliver aged care services in a sustainable way through:
 - > innovative models of care
 - > use of technology
 - > investment in the aged care workforce and capital infrastructure
- the future challenges and opportunities for delivering accessible, affordable and high quality aged care services in Australia, including in:
 - > the context of changing demographics and preferences, i.e. people's wish to stay in their own home as they age
 - > remote, rural and regional Australia
- the response to the coronavirus (COVID-19) pandemic in aged care, and what can be learned from this experience for responding to future pandemics, infectious disease outbreaks or other emergencies.

In total there was 148 recommendations - click [here](#) to read the recommendations

aged care quality standards

The rights of people who receive care in Australia are covered by what's referred to as Quality Standards. There are [eight specific Aged Care Quality Standards](#) that reflect the level of care all individuals should expect.

These include:

- Standard 1 Personal and clinical care
- Standard 2 Services and supports for daily living
- Standard 3 Organisation's service environment (meaning everyone should feel safe and comfortable)
- Standard 4 Feedback and complaints
- Standard 5 Human resources
- Standard 6 Organisational governance (meaning the organisation should be well run and the resident should feel like a partner in improving the delivery of care and services)

Disability

In September 2023 the Australian Parliament was delivered the final [report](#) to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The Disability Royal Commission investigated:

- preventing and better protecting people with disability from experiencing violence, abuse, neglect and exploitation
- achieving best practice in reporting, investigating and responding to violence, abuse, neglect and exploitation of people with disability
- promoting a more inclusive society that supports people with disabilities to be independent and live free from violence, abuse, neglect and exploitation.

In total there was 222 recommendations - Click [here](#) to read the recommendations

NDIS practice standards

The NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high quality and safe support and services to NDIS participants.

- rights and responsibility for participants
 - › Person – centred supports
 - › Individual values and beliefs
 - › Privacy and Dignity
 - › Independence and informed choice
 - › Violence, Abuse, Neglect, Exploitation and Discrimination

- governance and operational management
 - › Risk Management
 - › Quality Management
 - › Information Management
 - › Feedback and Complaints Management
 - › Incident Management
 - › Feedback and Complaints Management
 - › Incident Management
 - › Human Resource Management
 - › Continuity of Supports
 - › Emergency and Disaster Management

- the provision of supports
 - › Access to supports
 - › Support Planning
 - › Service Agreements with Participants
 - › Responsive Support Provision
 - › Transitions to or from a provider

- the support provision environment
 - › Safe environment
 - › Participant Money and Property
 - › Management of Medication
 - › Mealtime Management
 - › Management of Waste

reporting abuse

Aged care, mandatory reporting and the Serious Incident Response Scheme (SIRS)

The SIRS is designed to ensure aged care facilities and providers identify, record, manage, resolve and report incidents that occur or are suspected to have occurred. It applies to residential care and asks providers to have a documented set of protocols, processes and operating procedures to help manage what are referred to as 'reportable incidents'.

Aged care reporting (also known as compulsory reporting or mandatory reporting in nursing) ensures serious incidents do not go undocumented and that they receive attention from the right people.

What are reportable incidents in aged care

- Unreasonable use of force against an aged care resident
- Unlawful or inappropriate sexual conduct
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion
- Neglect
- Use of physical or chemical restraints
- Unexplained absence of a resident from a facility

To read more about SIRS please click [here](#).

mandatory reporting

If there is a serious incident at an aged care facility, the facility is legally required to submit a report to the relevant authorities. However, there is protection for whistleblowers who may decide to submit a report of their own volition.

When an incident is reported, the responsible body is the [Aged Care Quality and Safety Commission](#). The Commission assesses reportable incident notices to determine the type of response required.

The Commission has the power to take action, to address non-compliance with provider responsibilities. It also has powers to issue compliance notices for suspected non-compliance with the SIRS obligations.

NDIS mandatory reporting

Registered NDIS providers must notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur (or are alleged to have occurred) in connection with the provision of NDIS supports or services they deliver, even where they have recorded and responded within their own incident management system.

What are reportable incidents in NDIS.

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) in connection with the provision of support or services. This includes:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

What steps must a Randstad Health or Social Care Aged Care employee follow if a resident, participant or patient discloses something to you that is a reportable incident:

If an Aged Care resident, NDIS participant or patient disclose something to you, this is grounds for a report.

- If you have a suspicion or a person makes a disclosure to you, you must write your concerns down in detail, sign and date it. You must speak to your onsite supervisor who will assist you in making a report or deciding whether a suspicion is reportable (please note this is to remain confidential and not to be discussed with any other staff members. If you are unsure, please contact your Randstad Health & Social Care Branch Manager).
- If a person discloses information to you, under no circumstances are you to question or seek further details from the person. Write down exactly what the person says and take this to your onsite Supervisor.
- If you feel immediate danger is present you can notify the police.

acceptable (with a person's permission) and unacceptable physical contact

acceptable physical contact (with person's permission)

- Assisting with activities
- Treating an injury
- Preventing an injury
- Meeting the requirements of recreation
- Showering or toileting assistance

unacceptable physical contact

- Any unwarranted or unwanted touching with hands, other body parts or objects
- Corporal punishment, such as smacking or other forms of physical discipline
- Initiating, permitting or requesting unacceptable physical contact such as massages or kisses
- Facilitating situations which unnecessarily result in close contact
- Undertaking a task of a personal nature for a person if they can do it for themselves, such as changing clothes, feeding, personal grooming or toileting
- Pressuring a person to have unnecessary physical contact

reporting and resolving grievances

A grievance is an incident which is believed to be grounds for a complaint. This may include a cause for distress, unfair treatment or something more serious.

How do I lodge a formal grievance?

- Discuss with your Randstad consultant, Randstad Branch Manager or Randstad HR Team.
- You may also wish to put your complaint or incident in writing and provide it to your Randstad consultant.
- There may also be instances where it is appropriate to inform your manager at the Host Employer (i.e. Aged Care facility or service). Please note that this should be in addition to contacting Randstad.

procedure if you have been the subject of an allegation

Should you be the subject of a reportable conduct matter you will be suspended from work pending an investigation. Should allegations be substantiated, you may no longer remain in the talent pool or be recommended to any other host employer.

Please click [here](#) to read more about incident investigations under SIRS and the steps that will be followed.

complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad's grievance handling procedure are:

Impartiality: If you raise a grievance, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given a right of reply.

Confidentiality: If you raise a grievance, the details will remain confidential between you and the investigating team. Those involved in an investigation, must maintain strict confidentiality with regard to all aspects of the process or face disciplinary action. This is to support procedural fairness at all times.

Timeliness: Each grievance will be investigated and finalised in a timely manner. Where necessary, all information will be passed on to the relevant manager immediately.

keeping yourself safe at work

- Conduct yourself physically and verbally in a way that will not create discomfort for a person
- Set clear communication boundaries, do not use inappropriate sexual jokes or enquires of sexual nature
- Do not use inappropriate nicknames or make comments about a person's appearance, including excessive comments or flattery

social media

No posts or images are to be posted to social media about Vulnerable People you have cared for whilst on or following an assignment through Randstad Health & Social Care.

speak up confidentiality / whistle blowing

Randstad uses the SpeakUp integrity reporting tool. This portal is managed by People Intouch, an independent company. Reports are passed on to the Integrity Officer within Randstad. Reporters may choose to leave their name and contact details or they may choose to remain anonymous. The decision is theirs.

<https://www.speakupfeedback.eu/web/integrityatrandstad/au> (Access Code: 47064)

Free phone Number: 1800 452 051

Language Options: English

what to do when you arrive at an Aged Care Facility for the first time?.

Every client will have their own policies. It is important to ask to be inducted into the clients policies or know where to access the policies in case of an incident.

If you are unsure please call us on 1300 289 817.

more support

If you need more support please reach out to your Randstad Consultant, Branch Manager or HR Representative. Other support resources can be found through:

- For domestic, family, and sexual violence counselling and support, contact **1800RESPECT**.
- For short-term support if you are feeling overwhelmed or having difficulty coping or staying safe, contact Lifeline.
- For free professional phone and online counselling for anyone affected by suicide living in Australia, contact **Suicide Call Back Service**.
- For information and support for anxiety, depression and suicide prevention for everyone in Australia, contact **Beyond Blue**.
- For information and support for anyone who is affected by complex trauma, contact **Blue Knot Foundation**.

States have set up helplines where support workers who suspect elder abuse can discuss their concerns.

- ACT – Older Persons Abuse Prevention Referral and Information Line 02 6205 3535
- NSW – NSW Elder Abuse Helpline 1800 628 221
- Northern Territory – Northern Territory Police 131 444
- Queensland – Elder Abuse Prevention Unit 1300 651 192
- South Australia – Aged Rights Advocacy Service 08 8232 5377 (Adelaide) Alliance for the Prevention of Elder Abuse 1800 700 600 (rural)
- Tasmania – Tasmanian Elder Abuse Helpline 1800 441 169
- Victoria – Seniors Rights Victoria 1300 368 821
- Western Australia – Advocare Inc. 1300 724 679 (Perth) 1800 655 566 (rural)