



Community Care Contractor's Handbook



Version 3.1

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Welcome

We are pleased to welcome you as a Contractor to Westmont Aged Care Services Ltd (Westmont).

Westmont provides Community Care services, Residential Aged Care services, Assisted Living services and Independent Living services.

All contractors working for Westmont are to ensure that they comply with legislation and industry standards at all times.

It is the responsibility of the individual contractor to ensure they are completely familiar with these standards.

Contractors should demonstrate respect and sensitivity to our clients and adhere to all security and safety requirements.

We hope that the following notes will prove to be a handy reference. If you have any queries or concerns don't hesitate to ask.

Why am I being asked to provide documentation as a Contractor?

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards (Quality Standards). Contractors will be assessed and must be able to provide evidence of their compliance with and performance against the Quality Standards.

The Quality Standards focus on outcomes for clients and reflect the level of care and services the community can expect from organisations and contractors that provide Commonwealth subsidised aged care services.

Westmont has a duty of care to ensure:

- Each client gets safe and effective services and supports
- That the people providing the supports and services are skilled and qualified to provide safe, respectful and quality care and services
- Staff and contractors' interactions with clients are kind, caring and respectful
- Staff and contractors have the qualifications and knowledge to effectively perform their roles

What is required?

- Current Police Check
- Signed Confidentiality Agreement
- Signed Statutory Declaration
- Signed Contractor Agreement
- Signed Contractor Declaration
- Driver Licence or photo identification
- Public Liability or Professional Indemnity Insurance or Certificate of Currency
- Work Cover Insurance (where applicable)
- Qualifications, Trade Licence or AHPRA Registration (where applicable)
- Evidence of Covid vaccinations
- Evidence of Influenza vaccination (annual requirement)

Please note that the above listed documentation will be required for all contractors and their staff providing services to Westmont clients.

Our Philosophy

‘Caring for all, by all’.

Our Mission

Westmont will:

- Provide quality aged care, community care and lifestyle options and services
- Aim to be the first and preferred choice for our clients
- Be seen as the leading “Not for Profit” organisation by our community
- Be an employer of choice for staff qualified to work in our field
- Be proactive and responsive to the ever-changing needs of our community and clients

Our Vision

Our commitment to quality ensures Westmont is continually setting and maintaining standards of excellence in providing in-home and residential services for the older people of our region.

Our Values Statement

Show RESPECT by actively listening and taking the time to understand and value each person and their choices.

Behave in an ETHICAL manner and be PROFESSIONAL in every interaction we undertake thereby building TRUST.

Be TRANSPARENT and ACCOUNTABLE in all of our dealing with our residents, clients, staff, volunteers and our community (stakeholders).

Nurture COMPASSION AND DIGNITY with all our residents and clients.

Openly ACKNOWLEDGE the work of our staff and volunteers for their PASSION in what they do.

Recognise DIVERSITY in our community and ensure our organisation reflects and responds to that diversity.

Our Quality Statement

Our commitment to quality ensures Westmont is continually setting and maintaining standards of excellence in providing in-home services for the older people of our region. This commitment is demonstrated by:

- Ensuring we have a culture of inclusion and respect for all
- Supporting clients to exercise their choice and independence and respecting the client’s privacy
- Undertaking initial and ongoing assessment and planning for care and services in partnership with the client
- Delivering safe and effective care
- Providing safe and effective services and supports
- Regularly seeking input and feedback from clients, staff and contractors
- Having staff and contractors that are skilled and qualified to provide safe, respectful and quality care and services

Contractor Code of Behaviour

The Management of Westmont expect all staff and contractors to work together as a team.

Contractors are to observe the following points in relation to their professional practice at all times.

1. Discrimination or sexual harassment is not to be demonstrated.
2. Alcohol and illicit drugs are not to be taken prior to or during working hours.
3. Jewellery is not to be worn, except for wedding rings.
4. Gifts and favours are not to be accepted from clients; if the client is persistent, the matter is to be directed to Director of Community Care.
5. Theft will not be tolerated.
6. Contractors must ensure that the area where they are working is left clean and tidy.
7. Contractors are expected to publicly and privately support Westmont, acknowledging their strengths and weaknesses and acting with courtesy, confidentiality and respect including when using social media.

Situations of gross misconduct will not be tolerated, and contractors will be terminated in such instances.

Contractors are expected to observe the following points in relation to professionalism at all times.

1. Be punctual when arriving to provide goods or services.
2. Be courteous at all times and co-operate with other staff.
3. Be able to work without direction.
4. Recommend/initiate innovations with work practices.
5. Demonstrate concern for completing tasks by end of shift or the required time frame.
6. Act as a resource person, sharing current information.
7. Be compliant with rules and policies of Westmont.
8. Be accepting of positive criticism.
9. Ensure they are wearing appropriate attire and Personal Protective Equipment (PPE).
10. Practice with regard to the legal responsibilities in the work relevant to their work classification.

Contractor Responsibilities

Contractors are required to:

- Phone the client to arrange a time to attend to complete their service
- Advise Westmont if you cannot contact a client
- Treat the client with dignity and respect
- Report any issues immediately
- Communicate openly with Westmont and the clients
- Openly disclose any incidents, breakages or damage
- Report any client compliments, complaints or feedback

No extra work is to be provided in the service if it is not detailed on the Service Request, Referral or Roster.

Invoicing Requirements

Westmont prefer contractors to provide invoices weekly.

All invoices must be received within three working days from end of month.

Late invoices may not be paid within the current pay run.

Roster Requirements

Contractors who are provided with a weekly roster of clients and services are required to return the completed Roster and collect a new Roster every Friday.

You are required to phone the clients on your Roster to arrange a day and time to complete their service. You must abide by the service duration time and tasks listed on the Roster, record any changes to the service times on the roster and ensure the client signs the Roster.

You are also required to leave a 'With Compliments' slip with the consumer to book in their next mowing service.

Service Requests or Referrals and Reporting Requirements

Goods and services can only be provided in line with the Service Request or Referral made by a Care Manager or relevant Westmont delegate for the client.

Delivery of services to clients must be in line with the client's identified needs and goals.

Relevant client information will be provided to contractors based on the service and needs of the client.

Westmont will require routine reporting on the services provided to the client by allied health and clinical care professionals.

Compliments, Complaints and Feedback

All compliments, complaints and feedback must be reported immediately to the Director of Community Care.

Advise the client that they should report any compliments, suggestions or complaints.

Abuse

All Westmont contractors have a duty of care to report any situation where they consider a client may be at risk of being abused. Some signs or indicators of abuse may include evidence of:

- Regular unexplained accidents or injuries
- Noticeable changes in physical appearance for example, unexplained weight loss
- Fearful or anxious behaviours
- Withdrawal depression, or acting out behaviours
- Unexplained changes in the client's financial situation and/or confusion over finances
- Poor personal hygiene

If you suspect or are aware of any abuse of Westmont clients, it must be reported immediately to the Director of Community Care.

Adverse Events

If you believe that a situation in your workplace or client's home could cause an injury or an accident (or a 'near miss') you must notify the Director of Community Care immediately, or as soon as possible after the event. You may be asked to complete an Adverse Event Report form.

No matter how insignificant you think the injury or accident is, it must be reported.

You must also notify the Director of Community Care immediately, or as soon as possible after the event, if a Westmont client has an injury or accident.

Confidentiality and Privacy

Confidentiality is of paramount importance to protect our clients. It is therefore a requirement of your contract that any information that you obtain from working at Westmont is not discussed elsewhere.

As part of your orientation as a contractor, you will be required to sign and agree to the contents of the confidentiality agreement. It is your responsibility to ensure that all your staff employed by you to provide services to Westmont clients have also completed and provided the documentation listed on page 3.

Conflict of Interest

All contractors must declare any actual or potential conflict of interest whilst working at Westmont.

Continuous Improvement

We encourage everyone who provides services at or visits Westmont to be involved in our continuous improvement process. Any compliments, suggestions or complaints are welcomed. Please advise our reception staff if you would like to submit a continuous improvement item.

OH&S Statement

Westmont is both a working and living environment and while we aim to achieve the standards of care established by the Department of Health (Commonwealth) and the Department of Health and Human Services (Victoria), the needs of our clients can only be fully met when the occupational health and safety (OH&S) of contractors is not compromised.

Westmont believes that all contractors have the right to a workplace that is, as far as is practicable, safe and without risk. Managing OH&S is an organisational responsibility. All employees, contractors, clients, volunteers and visitors all have a role to play in achieving a safe and healthy working and living environment.

As part of their role in achieving a healthy and safe working and living environment, contractors will be provided with a genuine opportunity to participate in decisions on matters with the potential to affect their OH&S.

Westmont is a community and, as in all communities, no individual has the right to put other members of the community, including contractors, at risk.

Everybody who works, lives, receives services or visits Westmont has a personal responsibility to work safely. Management, employees and contractors recognise that no task is so important that time cannot be taken to find a safe and healthy way to work.

Westmont expect contractors to complete a Safe Work Method Statement (SWMS) prior to providing services for a client in their home or on their property.

Open Disclosure

If the client is harmed in an incident or accident or there is damage to property, you are required to:

- Fully inform the client of the facts of the event and its consequences
- Treat them with empathy, respect and consideration
- Apologise
- Support them in a manner appropriate to their needs

Then notify the Director of Community Care immediately, or as soon as possible after the event or damage occurs.

Professional Boundaries

Professional boundaries are the legal, ethical and organisational frameworks that protect both clients and employees, or workers, from physical and emotional harm, and help to maintain a safe working environment.

Examples of professional boundaries being crossed are:

- The client offering you gifts or visa versa
- The client inviting you to a social function or visa versa
- The client wants to extend your relationship beyond the service provided (e.g. be your friend) or visa versa
- The client divulges information which is not relevant to the good or services being provided or visa versa

Tips for maintaining professional boundaries include:

- Set clear expectations with the client at the beginning of the process about what they can expect from you
- Be clear about your role and its limits
- Avoid disclosing your personal information
- Avoid conversations that do not directly relate to the goods or services being provided

Infection Control

Infection control is the responsibility of all contractors.

Standard precautions, such as the ones listed below, must be followed when providing goods and services to Westmont clients.

- Wear Personal Protective Equipment (PPE) as required and as directed by government authorities
- Wash hands regularly
- Dispose of waste appropriately

Please notify the Director of Community Care before commencing work if you have been unwell in the past 48 hours.

Please practice good hygiene at all times. Please ensure you have hand sanitizer within your vehicle or work tools.

Covid-19 Screening Question

When providing services to a client in their home or property please ensure you ask the following question before entering the home or providing services.

- Have you or anyone in your home tested positive to Covid-19 in the last seven days?

If the client answers YES to the screening question, please leave the client's home and notify Westmont Community Care immediately.

What should I do if the client has a fall?

In the event of a fall or finding a person on the floor, Westmont's standard procedure is to call an ambulance.

Westmont has a NO lift policy. If a client has a fall, reassure them, make them comfortable and then let the client know that you are going to call an ambulance, and do so.

All client falls must be notified to the Director of Community Care as soon as it is safe to do so. You will be required to complete an Adverse Event Form.

Your safety in the client's home

Do not enter the client's home if you feel unsafe. If you feel unsafe:

- Tell the client you have just received a phone call from Westmont, and they have asked you to come into the office
- Get into your car and drive away from the client's home
- Ring Westmont immediately and advise the situation

When you are in the clients home always:

- Be aware of your surroundings and where the exits are in the client's home
- Ensure your phone and keys are on your person in case you need to depart urgently

You will be required to report any issues directly to the Director of Community Care as soon as it is safe to do so.

WORKING AT HEIGHTS

(WORKSAFE VICTORIA – prevention of falls – basic steps to preventing falls from heights)

